

# EDUCATION AND CONSULTATIVE SERVICES

of UPMC Western Psychiatric Hospital

## PRESENTATION FORM

### Presenter Bio

Please include your full name, credentials, degrees and information about your position and place of employment. **Please send a copy of your CV along with this completed form.**

Matthew Berwick, MA, MS, Senior Program Manager, Disability Accommodations for Clinical Services, UPMC Disabilities Resource Center

### Name and Narrative Description of your Presentation

**Please determine if it is introductory, intermediate, or advanced.**

Enhancing the Patient Experience Through Disability Documentation in the EHR:

Patients with disabilities often require accommodations related to their disabilities to ensure equitable healthcare and effective communication. Through our Diversity, Equity, Inclusion, and Accessibility model we developed a systematic process for documentation of disabilities and related accommodations in the Electronic Health Record (EHR) in order to improve the human experience, quality of care, and services for our patients with disabilities. Until recently, there has been a lack of movement from both a federal regulations standpoint, or from a global technology solution from EHR companies to address the lack of information clearly outlined related to disabilities and accommodations within the EHR. We are excited to share key components of the development process, key stakeholders, best practices of documentation, lessons learned, next steps for the data collected, how we have included patient surveys and how it is enhancing the human experience.

### Three (3) learning objectives

By the completion of this session, participants should be able to:

Upon completion, participants will be able to Identify key data variables related to disability and accommodations that should be documented in the EHR and how the data can be used to impact patient centered care.

Upon completion, participants will be able to cite key stakeholder groups within a healthcare system that can champion the needs of disability documentation in the EHR.

Upon completion, participants will be able to apply applicable disability related legislation, standards, and guidelines for creating better tools and resources that enable the healthcare team to deliver better healthcare for patients with disabilities

### Three (3) current (within the past 10 years) *peer-reviewed* publications that support the evidencebase for the content of your presentation

Publications must be listed in American Psychological Association (APA) Style (see [www.apastyle.org](http://www.apastyle.org) for more information).

APA format for journal article citation:

Author last name, Author First Initial. Author Second Initial. (Publication Year). Title of article. *Title of Journal*. volume(issue) (if issue numbered), pages.

Iezzoni, L. I., Rao, S. R., Ressalam, J., Bolcic-Jankovic, D., Agaronnik, N. D., Donelan, K., Lagu, T., & Campbell, E. G. (2021). Physicians' Perceptions of People with Disability and Their Health Care. *Health Affairs (Project Hope)*, 40 (2), 297–306. <https://doi.org/10.1377/hlthaff.2020.01452>

Morris, M., Yee, S., Breslin, M.L, Savage, M., & Swenor, B.K. (2022). Health Care Equity Requires Standardized Disability Data In The EHR. *Health Affairs Forefront*, DOI: 10.1377/forefront.20221026.83825

Okoro C.A., Hollis ND, Cyrus A.C., Griffin-Blake S. Prevalence of Disabilities and Health Care Access by Disability Status and Type Among Adults — United States, 2016. *MMWR Morb Mortal Wkly Rep* 2018;67:882–887. DOI: <http://dx.doi.org/10.15585/mmwr.mm6732a3external icon>.

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