

Electronic Data Implementation

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The foundation for *delivering empathic patient care* is to **identify** the **patient** and family's **greatest fear** or concern about the care or procedure being provided. To ensure the question is being asked of each patient, it must be part of the intake process. The question regarding the **patient's greatest fear or concern** can be built into the electronic documentation in a mandatory field, in conjunction with an electronic care plan and scripting prompts, to address the most common concerns of the patient within each modality.

The **implementation** of the electronic component *results in lasting and sustainable change* in the culture of an organization and the delivery of care for the patient. Having the mandatory field as part of the plan makes an empathy care initiative *sustainable* and *valued*.

This **innovative approach** allows staff to emotionally connect with the patient, and use of the electronic medical record addresses both the human perspective and application of technical tools. Most importantly, very few healthcare organizations are using this approach, which gives you the market advantage needed in a field competing for sought after government reimbursement. In addition, data collection allows an organization to get a look inside the heads of patients in specific demographics within a community, specialty, or sub-specialty. This information can be used in providing better care and promoting your organization's services to specific groups and communities.