

Addressing Intimate Partner Violence and Human Trafficking with OCHIN Smart Tools

Introduction

Intimate Partner Violence (IPV) and Human Trafficking (HT) are serious public health problems affecting millions of people every year. Health care providers and staff play a crucial role in identifying and responding to IPV/HT, as they may be the first point of contact for survivors seeking help. Health Information Technology (HIT) can be a useful tool in improving the health care response to IPV while also protecting survivors' privacy and confidentiality. Electronic Health Records (EHRs) can be used to document IPV/HT and provide prompts and scripts for providers on how to discuss IPV/HT and promote prevention. These tools can facilitate standardized and confidential conversations, making it easier for providers to initiate discussions about IPV/HT and provide appropriate referrals and support. [In a randomized controlled trial at four family planning clinics in Western Pennsylvania,](#)

provider scripts showed promise in improving implementation of universal education about IPV and decreasing experiences with abusive and coercive behaviors.

“These tools provide a great opportunity to screen and have a rich conversation with patients.”

-Health Care Provider

“Tool is easy to use and having it integrated into the flowsheet is a great time-saver.”

-Health Care Provider

providers coordinate services for patients who

[Health Partners on IPV + Exploitation](#), a project of Futures Without Violence, provides training and technical assistance to the nation's network of 15,000 health centers (HCs) that reach 32.5 million people annually.

As part of our ongoing HIT efforts, we partnered with OCHIN Epic to develop and design tools to improve health center responses to IPV/HT, implement the CUES intervention and:

- ✓ Facilitate and improve workflows
- ✓ Facilitate and drive practice change
- ✓ Facilitate data collection
- ✓ Identify areas for improvement

disclose IPV/HT, ensuring they receive appropriate medical, mental health, and social services and safety planning.

Finally, HIT platforms can also help health centers document and track IPV/HT related assessments, services, and referrals, ensuring continuity of care across different providers and locations. These platforms facilitate data collection for quality improvement initiatives and compliance with regulatory requirements —such as the UDS measures on IPV and HT.



About the OCHIN Tools

OCHIN created a series of tools to help promote, script, and document CUES intervention outcomes. Piloted in 2022, the [CUES tools](#) (note: these tools are only accessible to OCHIN users) are available for use in over 200 health centers in the OCHIN network. CUES-trained organizations may elect to use OCHIN's Best Practice CUES tools and workflows. The workflows include CUES scripts and smart tools that prompt users to go through every step of the intervention.

C: Confidentiality

Prompts providers to document that the patient has privacy before discussing IPV/HT and to disclose limits of confidentiality (designed for both telehealth and in-person visits). Ensuring that a patient has a private space to talk about IPV/HT and being clear about what may be reported addresses not only privacy issues for survivors, but also safety issues, as they may be put at risk for retaliation if an abusive partner learns they have been discussing the abuse.

UE: Universal education

Offers scripts to conduct universal education with all patients about IPV/HT and its impact on health and where to get help. Scripts include:

- “We are providing information to all of our patients about relationships and how they affect our health” including prompting the provider to offer two copies of a safety card “one for yourself and another to share with friends or family members.”
- “Many patients are in relationships that don’t feel safe, where there may be physical, sexual, or emotional abuse.”
- “If this is part of your experience, please consider sharing with your medical provider so we can provide the best care possible.”



Safety cards are available for different settings, communities and in a variety of languages at store.futureswithoutviolence.org

The tools prompt providers to document if:

1. The CUES universal education was provided (yes/no)
2. If direct inquiry was conducted after universal education

(Note: CUES may be offered alone or combined with other standardized IPV screening forms)

S: Support

Follow Up

Scripts for safe follow-up are also included in the tools:

- ♦ “Is there a number that is safe to use to contact you?”
- ♦ “Are there days/hours when we can reach you alone?”
- ♦ “Is it safe for us to make an appointment reminder call?”

Even though disclosure of IPV/HT is not necessarily a goal of the CUES intervention, many people do disclose, and this tool provides scripts to guide providers on what to say if someone discloses, how to document if a referral was made, or if the care plan was adapted to better support the patient experiencing IPV.

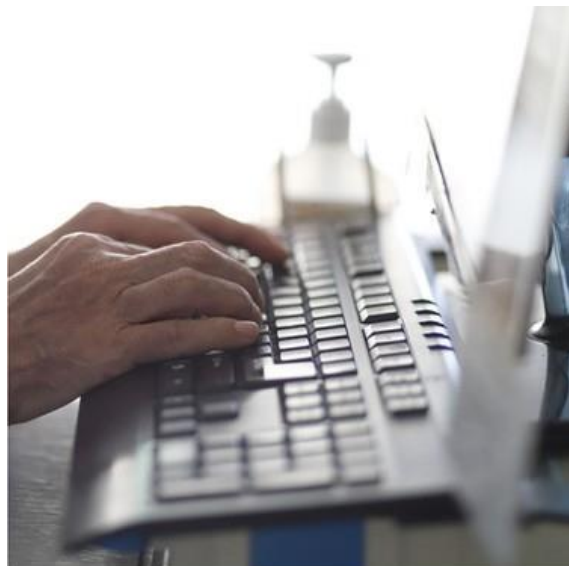


Documentation, Privacy, and UDS Measures

These tools can also help use data analytics to identify gaps in care and monitor quality measures—including helping HCs collect information for the UDS measures for IPV/HT. These analytics can also provide insights into patient outcomes and help HCs improve care coordination. Prompts are available to document and code IPV/HT including ICD-10 codes.

Privacy

To protect privacy, OCHIN designed the resources so that all sections of the CUES documentation are located in the flow sheet and not in the visit diagnosis or summary sheets. Privacy protections are particularly important when documenting IPV/HT, and these safeguards facilitate care coordination to best protect patient privacy. For more information and recommendations on promoting privacy, see [Privacy Principles for Protecting Survivors of IPV/HT/E in Healthcare Settings](#). We piloted the smart tool with Asian Health Services (AHS) in Oakland, CA and adapted them in response to their suggestions.



Additional feedback from AHS included needing more staff training on how to use tools and making sure that language accessible resources are available for patients. Please reach out to [Health Partners on IPV + Exploitation](#) for language accessible tools and additional training opportunities.

Smart Tool Implementation

How does an OCHIN Epic user find/enable the IPV smart tool?

- The smart tool is located in OCHIN's internal website for OCHIN members. Information about the CUES smart tool is available [here](#).

Is the IPV smart tool available for all OCHIN Epic users?

- Yes, however, individuals must first complete a recorded CUES training prior to smart tool activation (available in OCHIN's internal website). There are components related to confidentiality for rooming staff, both virtual and in-person, as well as sections pertinent to providers. Other elements of the documentation tool, such as flowsheets and SmartPhrases, are accessible without restriction; users may locate these resources by searching for "CUES."

Updating your HIT platform will rely on and work alongside your protocol for engaging patients around IPV/HT/ Exploitation (E). To develop your HC's approach, adapt the [Protocol for HRSA-supported Health Centers to Engage Patients through Universal Education Approaches on Exploitation \(E\), Human Trafficking \(HT\), Domestic Violence \(DV\) and Intimate Partner Violence \(IPV\)](#). This protocol, available in English and Spanish, offers a model to enable HCs to implement CUES to provide survivor-centered care and formalize strategies to connect patients with community-based services.



About Health Partners on IPV +Exploitation

Health Partners on IPV + Exploitation, a project of Futures Without Violence, offers health center staff training on building partnerships, policy development, and the integration of processes designed to promote prevention and increase the identification and referral to supportive services for individuals at risk for, experiencing, or survivors of intimate partner violence, human trafficking, and exploitation.

Visit healthpartnersipve.org to identify free learning opportunities and resources.

View the [English and Spanish versions of the CUES Infographic](#).

Email: healthpartners@futureswithoutviolence.org with questions or feedback.

About OCHIN

UCHIN is a nonprofit leader in health care innovation and a trusted partner to a growing national provider network. Our solutions draw from more than 20 years of industry expertise and the largest collection of community health data in the U.S. to improve the health of rural and medically under-served communities. Learn more at: ochin.org.

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