

**Relevant Standard: PC.02.03.01**

The hospital provides patient education and training based on each patient's needs and abilities.

**Element of Performance: 1**

The hospital performs a learning needs assessment for each patient, which includes the patient's cultural and religious beliefs, emotional barriers, desire and motivation to learn, physical or cognitive limitations, and barriers to communication.

**Program Titles**

Special Care for Your Preemie

Neonatal

**Element of Performance: 10**

Based on the patient's condition and assessed needs, the education and training provided to the patient by the hospital include any of the following:

- An explanation of the plan for care, treatment, and services
- Basic health practices and safety
- Information on the safe and effective use of medications (See also MM.06.01.01, EP 9; MM.06.01.03, EPs 3–6)
- Nutrition interventions (for example, supplements) and modified diets
- Discussion of pain, the risk for pain, the importance of effective pain management, the pain assessment process, and methods for pain management
- Information on oral health
- Information on the safe and effective use of medical equipment or supplies provided by the hospital
- Habilitation or rehabilitation techniques to help the patient reach maximum independence
- Fall reduction strategies

**Program Titles**

Special Care for Your Preemie

Neonatal

Special Care for Your Preemie

Neonatal

Antepartum: Getting Ready for the NICU

Neonatal

Coping and Getting Emotional Support

Neonatal

Could You Have Post-Traumatic Stress Disorder?

Neonatal

The Challenges of Being a NICU Dad

Neonatal

Feeding Baby with Breast Milk

Neonatal

Feeding Baby with IV Nutrition

Neonatal

Bringing Baby Home: Making the Transition

Neonatal

What Your Baby Must Do Before Discharge from the NICU

Neonatal

My Baby's Brain Condition

Neonatal

My Baby's Heart Condition

Neonatal

My Baby's Lung Condition

Neonatal

Q&A: What if my baby has intestinal issues, or necrotizing enterocolitis?

Neonatal

What is apnea, and how do you treat it?

Neonatal

When Baby Needs Surgery

Neonatal

Technology in the NICU

Neonatal

Welcome to the NICU

Neonatal

Your Baby's NICU Bed

Neonatal

Bonding and Baby Care

Neonatal

Q&A: Why is kangaroo care so important?

Neonatal

Q&A: When should a baby get immunizations?

Neonatal

Profile: Twins in the NICU

Neonatal

Practice Social Distancing

Quality of Care

**Element of Performance: 25**

The hospital evaluates the patient's understanding of the education and training it provided.

**Program Titles**

Special Care for Your Preemie

Neonatal

**Relevant Standard: PC.03.01.03**

The hospital provides the patient with care before initiating operative or other high-risk procedures, including those that require the administration of moderate or deep sedation or anesthesia.

**Element of Performance: 4**

Before operative or other high-risk procedures are initiated, or before moderate or deep sedation or anesthesia is administered: The hospital provides the patient with preprocedural education, according to his or her plan for care.

**Program Titles**

My Baby's Heart Condition

Neonatal

When Baby Needs Surgery

Neonatal

**Relevant Standard: PC.04.01.05**

Before the hospital discharges or transfers a patient, it informs and educates the patient about his or her follow-up care, treatment, and services.

**Element of Performance: 7**

The hospital educates the patient, and also the patient's family when it is involved in decision making or ongoing care, about how to obtain any continuing care, treatment, and services that the patient will need.

**Program Titles**

Coping and Getting Emotional Support

Neonatal

Could You Have Post-Traumatic Stress Disorder?

Neonatal

Bringing Baby Home: Making the Transition

Neonatal

Preemie Journal: Tracking Your Baby's Medical History

Neonatal

**Relevant Standard: RI.01.01.01**

The hospital respects, protects, and promotes patient rights.

**Element of Performance: 2**

The hospital informs the patient of his or her rights. (See also RI.01.01.03, EPs 1–3)

Note 1: For hospitals that use Joint Commission accreditation for deemed status purposes: The hospital informs the patient (or support person, where appropriate) of his or her visitation rights. Visitation rights include the right to receive the visitors designated by the patient, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend. Also included is the right to withdraw or deny such consent at any time.

Note 2: For hospitals that use Joint Commission accreditation for deemed status purposes: The hospital makes sure that each patient, or his or her family, is informed of the patient's rights in advance of furnishing or discontinuing patient care whenever possible.

**Program Titles**

Meeting with Your Baby's Healthcare Providers

Neonatal