

Library: Quality of Care

Relevant Standard: IC.01.05.01

Element of Performance: 7

Program Titles

Preventing Bloodstream Infections

Relevant Standard: IC.02.01.01

The hospital implements its infection prevention and control plan.

Element of Performance: 7

The hospital implements its methods to communicate responsibilities for preventing and controlling infection to licensed independent practitioners, staff, visitors, patients, and families. Information for visitors, patients, and families includes hand and respiratory hygiene practices. (See also HR.01.04.01, EP 4)

Note: Information may have different forms of media, such as posters or pamphlets.

Program Titles

C. Diff Prevention

Infection Prevention: Hand Washing

Maintaining a Clean Hospital Room

MRSA Prevention

Preventing Surgical Site Infections

Preventing Ventilator-Associated Infections

Proper Hand Hygiene

Urinary Catheter Safety

VRE Prevention

Relevant Standard: MM.06.01.01

The hospital safely administers medications.

Element of Performance: 9

Before administering a new medication, the patient or family is informed about any potential clinically significant adverse drug reactions or other concerns regarding administration of a new medication. (See also MM.06.01.03, EPs 3–6; PC.02.03.01, EP 10)

Program Titles

Acute Pain Management

Describing and Rating Your Pain

Flu Prevention and Treatment

Patient Controlled Analgesia

Safe Use of Opioids

Relevant Standard: MM.06.01.03

Self-administered medications are administered safely and accurately.

Note: The term "self-administered medication(s)" may refer to medications administered by a family member.

Element of Performance: 3

The hospital educates patients and families involved in self-administration about the following: Medication name, type, and reason for use. (See also MM.06.01.01, EP 9; PC.02.03.01, EP 10)

Program Titles

Measuring Liquid Medications

Storing Medications

Tips for Avoiding Medication Mistakes

Tips for Swallowing Pills

Relevant Standard: NPSG.03.06.01

Maintain and communicate accurate patient medication information.

Element of Performance: 4

Provide the patient (or family as needed) with written information on the medications the patient should be taking when he or she is discharged from the hospital or at the end of an outpatient encounter (for example, name, dose, route, frequency, purpose).

Note: When the only additional medications prescribed are for a short duration, the medication information the hospital provides may include only those medications. For more information about communications to other providers of care when the patient is discharged or transferred, refer to Standard PC.04.02.01.

Program Titles

Your Care at Home: Managing Your Medicine

Relevant Standard: PC.01.02.07

The hospital assesses and manages the patient's pain.

Element of Performance: 5

The hospital involves patients in the pain management treatment planning process through the following:

- Developing realistic expectations and measurable goals that are understood by the patient for the degree, duration, and reduction of pain
- Discussing the objectives used to evaluate treatment progress (for example, relief of pain and improved physical and psychosocial function)
- Providing education on pain management, treatment options, and safe use of opioid and non-opioid medications when prescribed (See also RI.01.02.01, EPs 2–4, 8; RI.01.03.01, EP 1)

Program Titles

Dilaudid

Exalgo

Hysingla ER

Norco

Zohydro ER

Relevant Standard: PC.02.03.01

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

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

Can I Split My Pills?

Hand Washing Tips

Hospital Acquired Infections: What You Need to Know (Part 1)

Hospital Acquired Infections: What You Need to Know (Part 2)

Hospital Acquired Infections: What You Need to Know (Part 3)

Managing Side Effects of Anti-Inflammatory Medications (Part 1)

Managing Side Effects of Anti-Inflammatory Medications (Part 2)

Managing Side Effects of Anti-Inflammatory Medications (Part 3)

Managing Side Effects of Anti-Inflammatory Medications (Part 4)

Pressure Ulcer: Introduction to Treatment

Taking Antibiotics Properly (Part 1)

Taking Antibiotics Properly (Part 2)

Taking Antibiotics Properly (Part 3)

Taking Antibiotics Properly (Part 4)

Tests That Can Save Your Life (Part 1)

Tests That Can Save Your Life (Part 2)

Tests That Can Save Your Life (Part 3)

Tests That Can Save Your Life (Part 4)

Transitional Care Management (TCM)

Your Care at Home: After Surgery

Your Care at Home: Caring for Your Urinary Catheter

Your Care at Home: Infection Control

Your Care at Home: Preventing Falls

Relevant Standard: PC.02.04.01

For hospitals that elect The Joint Commission Primary Care Medical Home option: The patient has access to the primary care medical home 24 hours a day, 7 days a week.

Note: Access may be provided through a number of methods, including telephone, email, websites, portals, and flexible hours.

Element of Performance: 1

For hospitals that elect The Joint Commission Primary Care Medical Home option: The primary care medical home provides patients with access to the following 24 hours a day, 7 days a week:

- Appointment availability/scheduling
- Requests for prescription renewal
- Test results
- Clinical advice for urgent health needs

Program Titles

Connecting To Your Health

Use Your Patient Portal

What is a Patient Portal?