

Relevant Standard: IC.01.05.01

Element of Performance: 7

Program Titles

Hospital Acquired Infections: What You Need to Know (Part 1)	Quality of Care
Hospital Acquired Infections: What You Need to Know (Part 2)	Quality of Care
Hospital Acquired Infections: What You Need to Know (Part 3)	Quality of Care
Taking Antibiotics Properly (Part 1)	Quality of Care
Taking Antibiotics Properly (Part 2)	Quality of Care
Taking Antibiotics Properly (Part 3)	Quality of Care
Taking Antibiotics Properly (Part 4)	Quality of Care

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

Urinary Catheter Safety	Quality of Care
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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

Going Home On Blood Thinners (Part 1)	Cardiology
Going Home On Blood Thinners (Part 2)	Cardiology
Going Home On Blood Thinners (Part 3)	Cardiology
Going Home On Blood Thinners (Part 4)	Cardiology
Emergency Treatment for a Heart Attack	Cardiology
Emergency Treatment for a Heart Attack	Cardiology

Element of Performance: 5

The hospital educates patients and families involved in self-administration about the following: Anticipated actions and potential side effects of the medication administered. (See also MM.06.01.01, EP 9; PC.02.03.01, EP 10)

Program Titles

Going Home On Blood Thinners (Part 1)	Cardiology
Going Home On Blood Thinners (Part 2)	Cardiology
Going Home On Blood Thinners (Part 3)	Cardiology
Going Home On Blood Thinners (Part 4)	Cardiology

Relevant Standard: NPSG.03.05.01

Reduce the likelihood of patient harm associated with the use of anticoagulant therapy.

Note: This requirement applies only to hospitals that provide anticoagulant therapy and/or long-term anticoagulation prophylaxis (for example, atrial fibrillation) where the clinical expectation is that the patient's laboratory values for coagulation will remain outside normal values. This requirement does not apply to routine situations in which short-term prophylactic anticoagulation is used for venous thromboembolism prevention (for example, related to procedures or hospitalization) and the clinical expectation is that the patient's laboratory values for coagulation will remain within, or close to, normal values.

Element of Performance: 7

Provide education regarding anticoagulant therapy to prescribers, staff, patients, and families. Patient/family education includes the following:

- The importance of follow-up monitoring
- Compliance
- Drug-food interactions
- The potential for adverse drug reactions and interactions

Program Titles

Your Care at Home: Taking Blood Thinners	Cardiology
Going Home On Blood Thinners (Part 1)	Cardiology
Going Home On Blood Thinners (Part 2)	Cardiology
Going Home On Blood Thinners (Part 3)	Cardiology
Going Home On Blood Thinners (Part 4)	Cardiology

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

Living With Heart Disease (Part 4)	Cardiology
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Element of Performance: 5

Explain the importance of managing medication information to the patient when he or she is discharged from the hospital or at the end of an outpatient encounter.

Note: Examples include instructing the patient to give a list to his or her primary care physician; to update the information when medications are discontinued, doses are changed, or new medications (including over-the-counter products) are added; and to carry medication information at all times in the event of emergency situations. (For information on patient education on medications, refer to Standards MM.06.01.03, PC.02.03.01, and PC.04.01.05.)

Program Titles

Taking Medications Safely (Part 1)	Quality of Care
Taking Medications Safely (Part 2)	Quality of Care
Taking Medications Safely (Part 3)	Quality of Care
Taking Medications Safely (Part 4)	Quality of Care

Relevant Standard: NPSG.07.03.01

Implement evidence-based practices to prevent health care–associated infections due to multidrug-resistant organisms in acute care hospitals.

Note: This requirement applies to, but is not limited to, epidemiologically important organisms such as methicillin-resistant staphylococcus aureus (MRSA), clostridium difficile (CDI), vancomycin-resistant enterococci (VRE), and multidrug-resistant gram-negative bacteria.

Element of Performance: 3

Educate patients, and their families as needed, who are infected or colonized with a multidrug-resistant organism about health care–associated infection prevention strategies.

Program Titles

Hospital Acquired Infections: What You Need to Know (Part 1)	Quality of Care
Hospital Acquired Infections: What You Need to Know (Part 2)	Quality of Care
Hospital Acquired Infections: What You Need to Know (Part 3)	Quality of Care
Taking Antibiotics Properly (Part 1)	Quality of Care
Taking Antibiotics Properly (Part 2)	Quality of Care
Taking Antibiotics Properly (Part 3)	Quality of Care
Taking Antibiotics Properly (Part 4)	Quality of Care

Relevant Standard: NPSG.07.05.01

Implement evidence-based practices for preventing surgical site infections.

Element of Performance: 2

Educate patients, and their families as needed, who are undergoing a surgical procedure about surgical site infection prevention.

Program Titles

Your Care at Home: After Cardiac Catheterization	Cardiology
Hospital Acquired Infections: What You Need to Know (Part 1)	Quality of Care
Hospital Acquired Infections: What You Need to Know (Part 2)	Quality of Care
Hospital Acquired Infections: What You Need to Know (Part 3)	Quality of Care

Relevant Standard: PC.02.01.19

The hospital recognizes and responds to changes in a patient’s condition.

Note: Hospitals are not required to create “rapid response teams” or “medical emergency teams” in order to meet this standard. The existence of these types of teams does not mean that all of the elements of performance are automatically achieved.

Element of Performance: 2

The hospital develops written criteria describing early warning signs of a change or deterioration in a patient’s condition and when to seek further assistance.

Program Titles

Living With Heart Disease (Part 4)	Cardiology
Managing Side Effects of Anti-Inflammatory Medications (Part 1)	Quality of Care
Managing Side Effects of Anti-Inflammatory Medications (Part 2)	Quality of Care
Managing Side Effects of Anti-Inflammatory Medications (Part 3)	Quality of Care
Managing Side Effects of Anti-Inflammatory Medications (Part 4)	Quality of Care

Relevant Standard: PC.02.02.03

The hospital makes food and nutrition products available to its patients.

Element of Performance: 7

Food and nutrition products are consistent with each patient’s care, treatment, and services.

Program Titles

Understanding Obesity: The Key to Effective Weight Loss (Part 1)	Wellness
Understanding Obesity: The Key to Effective Weight Loss (Part 2)	Wellness
Understanding Obesity: The Key to Effective Weight Loss (Part 3)	Wellness
Understanding Obesity: The Key to Effective Weight Loss (Part 4)	Wellness

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

Urinary Catheter Safety	Quality of Care
Your Care at Home: After a Heart Attack	Cardiology
Your Care at Home: After a Heart Attack	Cardiology
Your Care at Home: After Cardiac Catheterization	Cardiology
Your Care at Home: After Cardiac Catheterization	Cardiology
Your Care at Home: Managing Heart Failure	Cardiology
Your Care at Home: Managing Heart Failure	Cardiology
Your Care at Home: Taking Blood Thinners	Cardiology
Controlling Your Blood Pressure When You Have Heart Disease	Cardiology
Exercise and Heart Disease	Cardiology
Managing Diabetes and Heart Disease	Cardiology
Reducing Heart Disease by Lowering Your Cholesterol	Cardiology
Alcohol & Drug Addiction (Part 1)	Mental & Emotional
Alcohol & Drug Addiction (Part 1)	Mental & Emotional
Alcohol & Drug Addiction (Part 2)	Mental & Emotional
Alcohol & Drug Addiction (Part 2)	Mental & Emotional
Alcohol & Drug Addiction (Part 3)	Mental & Emotional
Alcohol & Drug Addiction (Part 3)	Mental & Emotional
Alcohol & Drug Addiction (Part 4)	Mental & Emotional
Alcohol & Drug Addiction (Part 4)	Mental & Emotional
Alzheimer’s Disease: Hope and Help (Part 1)	Neurology
Alzheimer’s Disease: Hope and Help (Part 2)	Neurology
Alzheimer’s Disease: Hope and Help (Part 3)	Neurology

Alzheimer's Disease: Hope and Help (Part 4)	Neurology
Asthma: One Breath at a Time (Part 1)	Pulmonology
Asthma: One Breath at a Time (Part 2)	Pulmonology
Asthma: One Breath at a Time (Part 3)	Pulmonology
Asthma: One Breath at a Time (Part 4)	Pulmonology
Controlling Stomach Acid Reflux (Part 1)	Gastroenterology
Controlling Stomach Acid Reflux (Part 2)	Gastroenterology
Controlling Stomach Acid Reflux (Part 3)	Gastroenterology
Controlling Stomach Acid Reflux (Part 4)	Gastroenterology
Healthy Aging (Part 1)	Wellness
Healthy Aging (Part 2)	Wellness
Healthy Aging (Part 3)	Wellness
Healthy Aging (Part 4)	Wellness
Heart Disease: Women at Risk (Part 4)	Cardiology
Hospital Acquired Infections: What You Need to Know (Part 1)	Quality of Care
Hospital Acquired Infections: What You Need to Know (Part 2)	Quality of Care
Hospital Acquired Infections: What You Need to Know (Part 3)	Quality of Care
Understanding Cholesterol and Heart Disease	Cardiology
Understanding Cholesterol and Heart Disease	Cardiology
Risk Factors for Heart Disease	Cardiology
Risk Factors for Heart Disease	Cardiology
Lowering Cholesterol with Diet and Exercise	Cardiology
Lowering Cholesterol with Diet and Exercise	Cardiology
Medications to Lower Cholesterol	Cardiology
Medications to Lower Cholesterol	Cardiology
Living With Heart Disease (Part 4)	Cardiology
Managing Chronic Pain (Part 1)	Palliative & Advance
Managing Chronic Pain (Part 2)	Palliative & Advance
Managing Chronic Pain (Part 3)	Palliative & Advance
Managing Chronic Pain (Part 4)	Palliative & Advance
Managing Side Effects of Anti-Inflammatory Medications (Part 1)	Quality of Care
Managing Side Effects of Anti-Inflammatory Medications (Part 2)	Quality of Care
Managing Side Effects of Anti-Inflammatory Medications (Part 3)	Quality of Care
Managing Side Effects of Anti-Inflammatory Medications (Part 4)	Quality of Care
Managing Your Diabetes: An Introduction	Diabetes
Managing Your Diabetes: An Introduction	Diabetes
Managing Your Diabetes: Healthy Eating	Diabetes
Managing Your Diabetes: Healthy Eating	Diabetes
Managing Your Diabetes: Being Active	Diabetes
Managing Your Diabetes: Being Active	Diabetes
Managing Your Diabetes: Monitoring	Diabetes
Managing Your Diabetes: Monitoring	Diabetes
Managing Your Diabetes: Taking Medication	Diabetes
Managing Your Diabetes: Taking Medication	Diabetes
Managing Your Diabetes: Problem Solving	Diabetes
Managing Your Diabetes: Problem Solving	Diabetes

Managing Your Diabetes: Reducing Risks	Diabetes
Managing Your Diabetes: Reducing Risks	Diabetes
Managing Your Diabetes: Healthy Coping	Diabetes
Managing Your Diabetes: Healthy Coping	Diabetes
Men's Health: Advice to Baby Boomers (Part 1)	Wellness
Men's Health: Advice to Baby Boomers (Part 1)	Wellness
Men's Health: Advice to Baby Boomers (Part 2)	Wellness
Men's Health: Advice to Baby Boomers (Part 2)	Wellness
Men's Health: Advice to Baby Boomers (Part 3)	Wellness
Men's Health: Advice to Baby Boomers (Part 3)	Wellness
Men's Health: Advice to Baby Boomers (Part 4)	Wellness
Men's Health: Advice to Baby Boomers (Part 4)	Wellness
Nasal Congestion and Controlling Your Allergies (Part 1)	Pulmonology
Nasal Congestion and Controlling Your Allergies (Part 1)	Pulmonology
Nasal Congestion and Controlling Your Allergies (Part 2)	Pulmonology
Nasal Congestion and Controlling Your Allergies (Part 2)	Pulmonology
Nasal Congestion and Controlling Your Allergies (Part 3)	Pulmonology
Nasal Congestion and Controlling Your Allergies (Part 3)	Pulmonology
Nasal Congestion and Controlling Your Allergies (Part 4)	Pulmonology
Nasal Congestion and Controlling Your Allergies (Part 4)	Pulmonology
Nutritional Needs: Prescription for Health (Part 1)	Wellness
Nutritional Needs: Prescription for Health (Part 1)	Wellness
Nutritional Needs: Prescription for Health (Part 2)	Wellness
Nutritional Needs: Prescription for Health (Part 2)	Wellness
Nutritional Needs: Prescription for Health (Part 3)	Wellness
Nutritional Needs: Prescription for Health (Part 3)	Wellness
Nutritional Needs: Prescription for Health (Part 4)	Wellness
Nutritional Needs: Prescription for Health (Part 4)	Wellness
Osteoporosis: Strength for Life (Part 1)	Orthopedics
Osteoporosis: Strength for Life (Part 1)	Orthopedics
Osteoporosis: Strength for Life (Part 2)	Orthopedics
Osteoporosis: Strength for Life (Part 2)	Orthopedics
Osteoporosis: Strength for Life (Part 3)	Orthopedics
Osteoporosis: Strength for Life (Part 3)	Orthopedics
Osteoporosis: Strength for Life (Part 4)	Orthopedics
Osteoporosis: Strength for Life (Part 4)	Orthopedics
Physical Activity: Improving Your Health (Part 1)	Wellness
Physical Activity: Improving Your Health (Part 1)	Wellness
Physical Activity: Improving Your Health (Part 2)	Wellness
Physical Activity: Improving Your Health (Part 2)	Wellness
Physical Activity: Improving Your Health (Part 3)	Wellness
Physical Activity: Improving Your Health (Part 3)	Wellness
Physical Activity: Improving Your Health (Part 4)	Wellness
Physical Activity: Improving Your Health (Part 4)	Wellness
Stop Smoking Today (Part 1)	Wellness
Stop Smoking Today (Part 2)	Wellness

Stop Smoking Today (Part 3)	Wellness
Stop Smoking Today (Part 4)	Wellness
Taking Antibiotics Properly (Part 1)	Quality of Care
Taking Antibiotics Properly (Part 2)	Quality of Care
Taking Antibiotics Properly (Part 3)	Quality of Care
Taking Antibiotics Properly (Part 4)	Quality of Care
Taking Medications Safely (Part 1)	Quality of Care
Taking Medications Safely (Part 1)	Quality of Care
Taking Medications Safely (Part 2)	Quality of Care
Taking Medications Safely (Part 2)	Quality of Care
Taking Medications Safely (Part 3)	Quality of Care
Taking Medications Safely (Part 3)	Quality of Care
Taking Medications Safely (Part 4)	Quality of Care
Taking Medications Safely (Part 4)	Quality of Care
Tests That Can Save Your Life (Part 1)	Quality of Care
Tests That Can Save Your Life (Part 2)	Quality of Care
Tests That Can Save Your Life (Part 3)	Quality of Care
Tests That Can Save Your Life (Part 4)	Quality of Care
Understanding Obesity: The Key to Effective Weight Loss (Part 1)	Wellness
Understanding Obesity: The Key to Effective Weight Loss (Part 2)	Wellness
Understanding Obesity: The Key to Effective Weight Loss (Part 3)	Wellness
Understanding Obesity: The Key to Effective Weight Loss (Part 4)	Wellness
Women's Health: Advice to Baby Boomers (Part 1)	Wellness
Women's Health: Advice to Baby Boomers (Part 2)	Wellness
Women's Health: Advice to Baby Boomers (Part 3)	Wellness
Women's Health: Advice to Baby Boomers (Part 4)	Wellness
Your Heart and Humidity	Cardiology
The Female Risk Factor for Developing Heart Disease	Cardiology
Hormone Replacement Therapy and Heart Disease	Cardiology
Heart Attack in Women: Symptoms and Treatment	Cardiology
Hand Washing Tips	Quality of Care
Controlling Your High Blood Pressure	Cardiology
Controlling High Blood Pressure: Are You at Risk?	Cardiology
Controlling High Blood Pressure: Making a Difference at the VA	Cardiology
What is Deep Vein Thrombosis?	Cardiology
Recognizing and Treating DVT	Cardiology
Preventing DVT After Hospital Discharge	Cardiology
Practice Social Distancing	Quality of Care

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: 2

Before the patient is discharged, the hospital informs the patient, and also the patient's family when it is involved in decision making or ongoing care, of the kinds of continuing care, treatment, and services the patient will need.

Program Titles

Alcohol & Drug Addiction (Part 1)	Mental & Emotional
Alcohol & Drug Addiction (Part 2)	Mental & Emotional
Alcohol & Drug Addiction (Part 3)	Mental & Emotional
Alcohol & Drug Addiction (Part 4)	Mental & Emotional
Nutritional Needs: Prescription for Health (Part 1)	Wellness
Nutritional Needs: Prescription for Health (Part 2)	Wellness
Nutritional Needs: Prescription for Health (Part 3)	Wellness
Nutritional Needs: Prescription for Health (Part 4)	Wellness
Stop Smoking Today (Part 1)	Wellness
Stop Smoking Today (Part 2)	Wellness
Stop Smoking Today (Part 3)	Wellness
Stop Smoking Today (Part 4)	Wellness
Understanding Obesity: The Key to Effective Weight Loss (Part 1)	Wellness
Understanding Obesity: The Key to Effective Weight Loss (Part 2)	Wellness
Understanding Obesity: The Key to Effective Weight Loss (Part 3)	Wellness
Understanding Obesity: The Key to Effective Weight Loss (Part 4)	Wellness

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

Understanding Obesity: The Key to Effective Weight Loss (Part 1)	Wellness
Understanding Obesity: The Key to Effective Weight Loss (Part 2)	Wellness
Understanding Obesity: The Key to Effective Weight Loss (Part 3)	Wellness
Understanding Obesity: The Key to Effective Weight Loss (Part 4)	Wellness
Emergency Treatment for a Heart Attack	Cardiology

Relevant Standard: RI.01.02.01

The hospital respects the patient's right to participate in decisions about his or her care, treatment, and services.

Note: For hospitals that use Joint Commission accreditation for deemed status purposes: This right is not to be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.

Element of Performance: 1

The hospital involves the patient in making decisions about his or her care, treatment, and services, including the right to have his or her family and physician promptly notified of his or her admission to the hospital. Note: For hospitals that use Joint Commission accreditation for deemed status purposes and have swing beds: The resident has the right to be informed in advance of changes to their plan of care.

Program Titles

Alzheimer's Disease: Hope and Help (Part 1)	Neurology
Alzheimer's Disease: Hope and Help (Part 2)	Neurology
Alzheimer's Disease: Hope and Help (Part 3)	Neurology
Alzheimer's Disease: Hope and Help (Part 4)	Neurology
Asthma: One Breath at a Time (Part 1)	Pulmonology

Asthma: One Breath at a Time (Part 2)
 Asthma: One Breath at a Time (Part 3)
 Asthma: One Breath at a Time (Part 4)

Pulmonology
 Pulmonology
 Pulmonology

Relevant Standard: RI.01.03.01

The hospital honors the patient's right to give or withhold informed consent.

Element of Performance: 2

The informed consent process includes a discussion about the following:

- The patient's proposed care, treatment, and services.
- Potential benefits, risks, and side effects of the patient's proposed care, treatment, and services; the likelihood of the patient achieving his or her goals; and any potential problems that might occur during recuperation.
- Reasonable alternatives to the patient's proposed care, treatment, and services. The discussion encompasses risks, benefits, and side effects related to the alternatives and the risks related to not receiving the proposed care, treatment, and services.

Program Titles

Alcohol & Drug Addiction (Part 1)	Mental & Emotional
Alcohol & Drug Addiction (Part 2)	Mental & Emotional
Alcohol & Drug Addiction (Part 3)	Mental & Emotional
Alcohol & Drug Addiction (Part 4)	Mental & Emotional
Understanding Cholesterol and Heart Disease	Cardiology
Risk Factors for Heart Disease	Cardiology
Lowering Cholesterol with Diet and Exercise	Cardiology
Medications to Lower Cholesterol	Cardiology
Irregular Heartbeats: Restoring the Rhythm (Part 1)	Cardiology
Irregular Heartbeats: Restoring the Rhythm (Part 2)	Cardiology
Irregular Heartbeats: Restoring the Rhythm (Part 3)	Cardiology
Irregular Heartbeats: Restoring the Rhythm (Part 4)	Cardiology
Managing Chronic Pain (Part 1)	Palliative & Advance
Managing Chronic Pain (Part 2)	Palliative & Advance
Managing Chronic Pain (Part 3)	Palliative & Advance
Managing Chronic Pain (Part 4)	Palliative & Advance
Taking Medications Safely (Part 1)	Quality of Care
Taking Medications Safely (Part 2)	Quality of Care
Taking Medications Safely (Part 3)	Quality of Care
Taking Medications Safely (Part 4)	Quality of Care