

## STANDARDS

- PFR.1 Hospital leaders support and protect the patient and family rights.**
- PFR.1.1 Hospital leaders establish and maintain a structure that involves hospital's leaders and others to support and oversee all patient rights activities (e.g. patient relations, patient rights/patient advocacy committee).
  - PFR.1.2 Patients and families have an access to communicate their concerns/inquiries regarding their rights.
  - PFR.1.3 Hospital leaders develop and maintain patient rights and responsibilities statement that includes all patient and family rights and responsibilities.
  - PFR.1.4 The hospital develops and implements policies and procedures that protect and support the implementation of patient and family rights.
  - PFR.1.5 The hospital makes patient rights and responsibilities available to patients and families in a format and language they can understand (e.g., providing patient rights and responsibilities document or posting in the patient's room and public places throughout the hospital).
  - PFR.1.6 The hospital ensures that patients are informed about their rights and responsibilities.
  - PFR.1.7 The hospital helps patients to exercise their rights.
  - PFR.1.8 The hospital educates staff on their responsibilities regarding patient and family rights (e.g., during orientation as well as refresher courses).
  - PFR.1.9 Staff are aware of their responsibilities in protecting patient and family rights.
- PFR.2 Cultural, psychosocial, religious, and spiritual needs of patients are respected and supported.**
- PFR.2.1 The hospital recognizes and provides staff training on responding to patient's cultural, psychosocial, religious and spiritual beliefs, values and needs.
  - PFR.2.2 The hospital provides separate facilities for women where appropriate.
  - PFR.2.3 The hospital provides access to spiritual care or advice that meets the needs of the different populations served.
  - PFR.2.4 Staff members provide care to patients with respect and dignity.
- PFR.3 Privacy of patients is maintained throughout the care process.**
- PFR.3.1 Patient privacy is respected during all interviews, examinations, and treatments.
  - PFR.3.2 Patient private parts are not exposed unnecessarily during care process.
  - PFR.3.3 The hospital mandates a written consent to photograph patients.
- PFR.4 The hospital protects patient belongings.**
- PFR.4.1 There is a process described in a policy for the protection of patient belongings.
  - PFR.4.2 Patients receive information about the hospital's responsibility for safeguarding and protecting their belongings.
  - PFR.4.3 When the hospital assumes responsibility for safeguarding patient belongings, the hospital has a process to protect them from theft or loss.
    - PFR.4.3.1 The hospital defines where the patient belongings are kept.
    - PFR.4.3.2 The hospital defines who is responsible for obtaining the required signatures on the related form when receiving and handing over the patient's belongings.