

- Any serious changes in the patient's condition or status during transfer
- Any other documentation required by hospital policy (for example, a signature of the receiving nurse or physician, the name of the individual who monitored the patient during transport)

### **Measurable Elements of ACC.05.01**

1. ⑩ A written clinical summary is transferred with the patient and includes at least the following:
  - Patient's condition or status
  - Procedures and other interventions provided
  - Patient's continuing needs and reason for transfer
2. ⑩ The transfer documentation includes at least the following:
  - Name of the service provider and the name of the individual agreeing to receive the patient
  - Reason(s) for the transfer
  - Changes in the patient's condition or status
  - Other documentation required by hospital policy

## ***Transportation***

### **Standard ACC.06.00**

The hospital's transportation services comply with relevant laws and regulations and meet requirements for high-quality, safe transport.

#### **Intent of ACC.06.00**

Patients may require transportation at the time of discharge or transfer; the hospital is responsible for assessing patients' transportation needs and arranging safe transportation when necessary.

Assessing patients' transportation needs and ensuring safe transportation for those patients who require assistance is the hospital's responsibility. Transportation services may be provided by the following:

- Hospital-owned service
- A contracted transportation service
- The Ministry of Health
- Other entity

The hospital has a process for assessing patients' transportation needs at the time of discharge or transfer. A patient's transportation needs may change from admission to discharge. Examples of these changes may include change in their physical or mental condition or use of sedation during a same-day procedure.

The required equipment, supplies, and medications for transport are determined by the type of patient and the patient's condition at the time of transport. The hospital determines the staff qualifications and level of monitoring required based on the type of patient and the patient's condition at the time of transport.

The hospital identifies transportation situations that have a risk of infection and implements strategies to reduce infection risk.

The hospital ensures that transportation services meet all applicable laws and regulations related to their operation, condition, and maintenance. The hospital evaluates the quality and safety of transportation, including complaints about the transportation services.

Depending on hospital policy and the laws and regulations of the region, the cost of the transportation may or may not be the responsibility of the hospital.

The hospital has a process to evaluate transportation needs of its patients. This includes the following:

- Identifying which patients require transportation

- Identifying which type of transportation is needed (for example, ambulance, air transfer, another vehicle)
- Defining staff qualifications for transportation
- Defining what equipment, supplies, and medications are needed for transportation
- Defining criteria for patient monitoring during transportation

The hospital has a process to ensure the safety and quality of transportation services. This includes the following:

- Ensuring that transportation services comply with local and regional laws and regulations
- Identifying infection risks and implementing strategies to reduce the infection risks (transportation services are part of the hospital's infection prevention and control program)
- Evaluating the quality and safety of services provided by the hospital or others, including receiving, evaluating, and responding to complaints about the transportation services provided or arranged

**Note:** If transportation services are not provided by the hospital, the hospital has a process to provide feedback about safety and quality to the responsible organization.

### Measurable Elements of ACC.06.00

1. The process for discharging or transferring patients includes an assessment of patient transportation needs.
2. Transportation services, including contracted services, and transport vehicles owned by the hospital meet relevant laws and regulations and the hospital's requirements for high-quality and safe transport.
3. All vehicles used for transportation, contracted or hospital owned, comply with the hospital's infection prevention and control program.
4. All vehicles used for transportation, contracted or hospital owned, have appropriate medical equipment, supplies, and medications to meet the needs of the patient being transported.
5. The transportation provided or arranged is appropriate to the needs and condition of the patient.
6. There is a process in place to monitor the quality and safety of transportation provided or arranged by the hospital, including a complaint process.