

- The physician or other licensed practitioner responsible for the patient's care, or the physician's or other licensed practitioner's designee, discloses to the patient and family any unanticipated outcomes of care, treatment, and services in accordance with the organization's policy on disclosure (**Standard PCC.02.03**).
- Transparent communication when harm occurs. Although Joint Commission International standards do not require apologies or disclosure in all circumstances, evidence suggests that patients benefit psychologically and are less likely to pursue litigation when physicians disclose harm, express sympathy, and apologize.³⁴
- Staffing levels are sufficient, and the staff has the necessary tools and skills.
- The hospital has a focus on measurement, learning, and improvement.
- Staff must be fully engaged in patient- and family-centered care as demonstrated by their skills, knowledge, and competence in compassionate communication.

Hospitals can adopt a number of strategies to support and improve patient activation, including promoting culture change, adopting transitional care models, and leveraging health information technology capabilities.³³

Several JCI standards address patient rights and provide an excellent starting point for hospitals seeking to improve patient activation. These standards require that hospitals do the following:

- Respect, protect, and promote patient rights (**Standards PCC.01.00** and **PCC.01.01**).
- Respect the patient's right to receive information in a manner the patient understands (**Standard PCC.01.01**).
- Respect the patient's right to participate in decisions about their care, treatment, and services (**Standard PCC.02.00**).
- Honor the patient's right to give or withhold informed consent (**Standard PCC.03.00**).
- Address patient decisions about care, treatment, and services received at the end of life (**Standards PCC.02.01** and **COP.08.00**).
- Inform the patient about their responsibilities related to their care, treatment, and services (**Standard PCC.02.01**).

Beyond Accreditation: Joint Commission International Is Your Patient Safety Partner

To assist hospitals on their journey toward creating highly reliable patient safety systems, Joint Commission International (JCI) provides many resources, including the following:

- *JCI Quality and Patient Safety Department*: An internal Joint Commission department that offers hospitals guidance and support when an organization experiences a sentinel event or when a safety event is reported that may require analysis or improvement work JCIQuality@jcrinc.com.
- *Standards Interpretation Group*: An internal Joint Commission International department that helps organizations with their questions about Joint Commission International standards. Organizations can submit questions about standards to the Standards Interpretation Group by submitting a question to: <https://www.jointcommissioninternational.org/standards/submit-a-jci-standards-interpretation-question/>.
- *International Patient Safety Goals*: Joint Commission International gathers information about emerging patient safety issues from widely recognized experts and stakeholders to create the International Patient Safety Goals® (IPSG), which are tailored for each accreditation program. These goals focus on significant problems in health care safety and specific actions to prevent them. For a list of the current Goals, go to the IPSG chapter in the *Joint Commission International Accreditation Standards for Hospitals*, 8th Edition.
- *Joint Commission Resources*: A Joint Commission not-for-profit affiliate that produces books and periodicals, holds conferences, provides consulting services, and develops software products for accreditation and survey readiness. (For more information, visit <http://www.jcrinc.com>.)
- *Webinars and podcasts*: Joint Commission Resources offers free and fee-based webinars and podcasts on various accreditation and patient safety topics.