
nursing staff must receive the patient from the transferring unit and re-assess the patient to ensure safe and smooth handover.

PC.38 The hospital has an efficient discharge process.

- PC.38.1 The patient and the family are involved in the discharge process with clear follow up instructions.
 - PC.38.2 Discharge is based on the patient's condition and relevant policies or criteria.
 - PC.38.3 Patients' needs after discharge are assessed as early in the care process as possible.
 - PC.38.4 The discharge process identifies the post-service needs and supports continuity of care after discharge.
 - PC.38.5 The post-service needs are communicated to relevant staff members.
 - PC.38.6 Staff members ensure coordination with various departments involved in the discharge process.
 - PC.38.7 Whenever required, staff members ensure coordination with outside organizations and post-service providers as appropriate to the patient's needs.
 - PC.38.8 Staff members ensure that all patients' needs are met prior to discharge.
 - PC.38.9 Policies and procedures guide the transfer of patients to other organizations.
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Standard Intent:

Discharging a patient to a health care practitioner outside the hospital, another care setting, home, or family is based on the patient's health status and need for continuing care or services. The patient's physician or individual responsible for his or her care must determine readiness for discharge based on the policies and relevant criteria or indications of referral and discharge established by the hospital. Criteria may also be used to indicate when a patient is ready for discharge. Continuing needs may mean referral to a medical specialist, rehabilitation therapist, or even preventive health needs coordinated in the home by the family. An organized process is required to ensure that any continuing needs are met by appropriate health care practitioners or outside organizations. The process includes referring patients to sources of care outside the region when required. When indicated, the hospital begins to plan for the continuing needs as early in the care process as possible. The family is included in the discharge planning process as appropriate to the patient and his or her needs.

PC.39 The hospital has a safe and efficient process for initiating transfer to other organizations.

- PC.39.1 Policy and procedure guides the transfer of patients to other organizations.
- PC.39.2 Transfer is based on the patient's health needs for continuing care and the resources available for both referring and receiving organizations.
- PC.39.3 The most responsible physician determines the need for transfer, the most suitable time for transfer, resources required during transfer, and whether the receiving organization can meet the patient's health and supportive needs.
- PC.39.4 There are written transfer criteria for staff to follow.



PC.39.5 There is a written acceptance for transfer of responsibility for the patient's care by the receiving provider/organization.

PC.39.6 The hospital communicates with all potential receiving organizations and necessary arrangements are made whenever applicable.

Standard Intent:

Transferring a patient to an outside organization is based on the patient's status and need for continuing health care services. Transfer may be in response to a patient's need for specialized consultation and treatment, urgent services, or less-intensive services, such as sub-acute care or longer-term rehabilitation. Criteria help to identify when a transfer is necessary in order to ensure that the patient's needs are met.

PC.40 The hospital ensures safe transportation of patients during transfer to other organizations.

PC.40.1 The most responsible physician assesses the transportation needs of the patient according to his condition.

PC.40.2 Transportation needs of the patient are communicated to the relevant staff.

PC.40.3 The transportation is provided promptly and safely in emergency cases (e.g. trauma, or cardiac emergency).

PC.40.4 The most responsible physician ensures that all patient's health needs during transportation are met.

PC.40.5 Adequate equipment and supplies are available during transportation.

PC.40.6 A qualified staff member accompanies the patient during transportation.

PC.40.7 The patient is monitored as appropriate during transfer.

PC.40.8 Handover is completed to staff at the receiving organization.

Standard Intent:

Transferring a patient directly to another health care organization may be a brief process with an alert and talking patient, or it may involve moving a comatose patient who needs continuous nursing or medical oversight. In either case, the patient requires monitoring and may need specialized medical technology, but the qualifications of the individual doing the monitoring and the type of medical technology needed are significantly different.

Thus, the condition and status of the patient determine the qualifications of the staff member monitoring the patient and the type of medical technology needed during transfer.

A consistent process for how patients are transferred from one organization to another is required to ensure that patients are transferred safely. Such a process addresses

- how responsibility is transferred between practitioners and settings;
- criteria for when transfer is necessary to meet the patient's needs;
- who is responsible for the patient during transfer;
- what medications, supplies, and medical technology are required during transfer;