

## Standard PCC.02.01

The hospital informs patients and families about their rights and responsibilities to refuse or discontinue treatment, withhold resuscitative services, and forgo or withdraw life-sustaining treatments.

### Intent of PCC.02.01

The hospital respects a patient's rights to make decisions about discontinuing, refusing, withholding, or forgoing life-sustaining treatments. There are processes to educate patients and their families about the potential outcomes of these decisions and the hospital's responsibilities related to these decisions. Patients, or those making decisions on their behalf, may decide not to continue with the planned care or treatment or to discontinue treatment after it has started. (Care should never be discontinued, nor should physicians suggest that it would.) Some of the most difficult decisions involve withholding resuscitative services or withdrawing life-sustaining services.

Because these sorts of decisions are complex, the hospital develops a framework for guiding this decision-making process. The framework does the following:

- Helps the hospital identify its position on these issues.
- Ensures that the hospital's position aligns with its community's religious and cultural norms and to any legal or regulatory requirements, particularly when legal requirements for resuscitation are not consistent with the patient's wishes.
- Addresses situations in which these decisions are modified during care.
- Guides health care practitioners through the ethical and legal issues in carrying out patient wishes.

The hospital develops policies and procedures to ensure consistency of the decision-making process related to the patient's wishes. The development of these policies and procedures involves many professionals and viewpoints. The policies and procedures identify lines of accountability and responsibility and how the process is documented in the patient's medical record.

The hospital informs patients and families about their rights to make these decisions, the potential outcomes of these decisions, and the hospital's responsibilities related to such decisions. Patients and families are informed about any care and treatment alternatives.

### Measurable Elements of PCC.02.01

1. The hospital identifies its position on withholding resuscitative services and forgoing or withdrawing life-sustaining treatments.
2. The hospital's position aligns with its community's religious and cultural norms and any legal or regulatory requirements.
3. The hospital informs patients and families about their rights to refuse or to discontinue treatment and the hospital's responsibilities related to these decisions.
4. The hospital informs patients about the consequences of their decisions.
5. The hospital informs patients about available care and treatment alternatives.
6. The hospital provides health care practitioners with resources related to the ethical and legal considerations in carrying out patient wishes.

## Standard PCC.02.02

The hospital evaluates patient experience data and makes improvements to enhance the quality of patient care.

### Intent of PCC.02.02

Evaluating the patient's experience and other elements of patient care provides more complete information about their quality. This information can be used to determine if patients are satisfied with the care they are

receiving and can be used to guide improvements throughout the hospital. The patient experience is made up of a wide range of interactions that occur with all types of staff—including physicians, nurses, other professionals, and ancillary staff—as well as the care, treatment, and services they receive during their health care encounters. An important component of patient-centered care is understanding the patient experience.

Gathering and analyzing information about the patient experience can be used to help determine if the care patients are receiving is responsive to the individual patient preferences, needs, and values. The hospital has established a process for collecting and analyzing the patient experience as part of measuring the quality of patient care and potentially improving patient outcomes.

The patient experience is an objective measure, which includes several aspects of health care delivery. Patients consider this information when making decisions about where to obtain health care. Patient satisfaction is a subjective measure of the patient's perception of a service compared to their expectations. Both are important in understanding a patient's perspective of their care.

Examples of objective patient experience measures include the following:

- Whether patients have access to their health care data
- Time spent on hold when attempting to schedule an appointment
- Whether patients agree that their health care team answered all of their questions about their care

Examples of subjective patient satisfaction measures include the following:

- Whether patients were pleased with the room layout
- Whether patients found that staff members responded to their needs in a timely manner
- Whether patients felt safe in the hospital

Patient satisfaction measures that impact patient care can be used to obtain initial patient experience data and meet the expectations of this standard. However, hospital leaders should update the data collection measures to eventually identify patient experience information for meaningful improvement.

### Measurable Elements of PCC.02.02

1. Hospital leaders implement a process for collecting and assessing the patient experience.
2. Ⓢ Data from the patient experience are collected, aggregated, analyzed, and transformed into information to identify and implement strategies for improving the patient experience. (*See also* QPS.03.00, ME 2)
3. Hospital leaders determine priority areas for improving the patient experience that will positively impact patient care.
4. Ⓢ Data are collected and analyzed following improvements to the patient experience to evaluate their impact on quality of patient care.

## Standard PCC.02.03

The hospital informs patients and families about their right to report complaints and to be notified of errors related to their care and the hospital's process for acting on them.

### Intent of PCC.02.03

Patients have a right to report complaints about their care and to have those complaints reviewed and, when possible, resolved. Patients also have the right to be notified of errors in their care. Effective processes to address these issues can improve the quality of care provided. Decisions about patient care sometimes lead to questions, conflicts, or other dilemmas for the hospital and the patient, family, or other decision-makers. These dilemmas may arise from decisions related to access, treatment, or discharge. They can be particularly difficult to resolve when decisions are complex or involve ethical considerations. For example, withholding resuscitative services, forgoing or withdrawing life-sustaining treatment, or determining where to discharge a patient with complex care needs.