

**PFR.12 The hospital has a policy regarding withholding resuscitation efforts.**

- PFR.12.1 There is a written (No Code) policy that is implemented and consistent with laws and regulations for withholding resuscitation efforts for the terminally ill or end of life patients.
- PFR.12.2 Patient/family decision about the resuscitative order is documented in the patient's medical record.

**PFR.13 The hospital informs patients about their responsibilities.**

- PFR.13.1 Patients are provided with appropriate information regarding their responsibilities.
- PFR.13.2 Patient responsibilities require the patient to:
- PFR.13.2.1 Provide complete and accurate information about his health, including medications, dietary supplements, and any allergies.
  - PFR.13.2.2 Follow the plan of care prescribed by his provider.
  - PFR.13.2.3 Be respectful to all staff as well as other patients.
  - PFR.13.2.4 Be respectful to the hospital policies and procedures (e.g., visiting hours, no smoking policy, use of electrical appliances, and safety of belongings).
  - PFR.13.2.5 Be responsible for the safe use of the hospital's facilities and equipment.

**PFR.14 The hospital has an effective process to respond to patient complaints.**

- PFR.14.1 There is a policy and procedure for the fair management of patient complaints in a reasonable timeframe.
- PFR.14.2 The hospital assigns a specific unit or person (e.g., patient relations) responsible for managing patients' complaints.
- PFR.14.3 Hospital leaders ensure taking quality improvement and strategic actions based on trended data (e.g., quarterly and annually).

**PFR.15 The hospital seeks feedback from patients regarding the services provided.**

- PFR.15.1 The hospital conducts patient satisfaction surveys on a regular basis.
- PFR.15.2 The hospital makes improvements based on the patient satisfaction trended survey results.

**PFR.16 The hospital has an effective system for clinical research activities.**

- PFR.16.1 The hospital implements policies, procedures, and code of ethics for the selection and participation of patients in research activities.
- PFR.16.2 The policies and procedures that guide experimental research activities are in accordance with laws and regulations, professional standards, and codes of conduct.
- PFR.16.3 The hospital has a research committee or another structure to oversee all research activities and ensure their appropriateness and safety.
- PFR.16.4 Patient's informed consent is obtained before entering in a research protocol.
- PFR.16.5 The hospital informs patients of their right to refuse participation in experimental research with no effect on access to care or the quality of care provided and respects their wishes.
- PFR.16.6 The hospital implements the research outcomes to improve its services.