

PCC.01.03 The hospital provides patients with information regarding the safety and security of personal possessions.

PCC.01.04 The hospital identifies its vulnerable populations and the risks to those populations.

Patient Experience

PCC.02.00 Patients and families are engaged in all aspects of their care, treatment, and services.

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.

PCC.02.02 The hospital evaluates patient experience data and makes improvements to enhance the quality of patient care.

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.

Patient Consent Process

PCC.03.00 Informed consent is obtained through a process defined by the hospital and carried out by trained staff in a manner and language the patient or their surrogate can understand.

Patient and Family Education

PCC.04.00 The hospital provides an education program that is based on the care, treatment, and services it provides and meets the needs of the patient population it serves.

PCC.04.01 Each patient's educational needs and learning ability are assessed and documented in their medical record.

Standards, Intents, and Measurable Elements

Patient and Family Rights

Standard PCC.01.00

The hospital implements processes that support patient and family rights during care.

Intent of PCC.01.00

The hospital is responsible for understanding and protecting patient and family rights during care. Hospital leaders are responsible for how patients are treated. Hospital leaders must know and understand patient and family rights and what the hospital's responsibilities are regarding patient rights as required by laws and regulations. Leaders then provide direction to department/service leaders who ensure that staff throughout the hospital assume responsibility for protecting these rights.

Patients may wish to have family members participate in their care decisions. Patients have the right to identify whom they consider to be their family and be allowed to have them involved in their care, even when the patient's family does not meet the traditional or cultural definition of family. Patients have the prerogative to decide who should be allowed to be present to participate in the patient's care.

Patients are given the opportunity to decide the following:

- If and to what extent they wish family to be involved
- What information may be provided to family or others
- Under what circumstances may family members or others be involved in care or receive patient information



The hospital implements processes to ensure that all staff members are aware of their responsibilities regarding patient and family rights and to respond to any concerns related to these rights.

The hospital uses a collaborative and inclusive process to develop patient care policies and procedures and includes patients and families in the process. The hospital has a process to allow patients to identify whom they consider to be family. This includes families who may not meet the traditional or cultural definition of family. Examples include the following:

- Common-law marriages or partnerships
- Unrelated caregivers
- Adopted or foster children
- Blended families

The hospital has a process to allow patients or their legal guardian or surrogate decision-maker to decide the following:

- If and to what extent family may be involved in care
- What information may be provided to the patient's family; for example, a patient may not want to share a diagnosis with their siblings or children, or a parent of a minor patient may not want to inform the minor patient of a terminal illness.
- Under what circumstances family or others may be involved in care or receive patient information; for example, a patient may want family involved from admission to discharge, or a patient may want family involved only if the patient requires surgery or other invasive diagnostic and therapeutic procedures.

Measurable Elements of PCC.01.00

1. Hospital leaders work collaboratively to protect and to advance patient and family rights.
2. ⓐ Hospital leaders implement patient and family rights as identified in laws and regulations.
3. ⓐ Hospital leaders protect patient and family rights in relation to the cultural practices of the community or individual patients served.
4. Hospital leaders protect the patient's right to identify whom the patient wishes to participate in care decisions.
5. The hospital has a process to determine the patient's or family's preferences regarding what and when information is provided to the patient, family, or others.
6. All clinical staff are trained on how to support patient and family rights and their participation in care.

Standard PCC.01.01

The hospital respects, protects, and promotes patient rights.

Intent of PCC.01.01

Patients must understand their rights and responsibilities related to their care. The hospital has a responsibility to provide care that respects patient dignity, values, beliefs, and religious or spiritual preferences. The hospital prepares a written statement of patient and family rights and responsibilities, according to laws and regulations, that is available to patients when they are admitted as inpatients or registered as outpatients.

Patients deserve to be treated with respect and dignity. Patients may perceive a loss of respect or dignity due to increased need for assistance with various tasks, including feeding, toileting, movement, and personal hygiene.

The patient has the right to respectful and considerate care. Hospital staff members have a responsibility to recognize and respect the patient's dignity and personal worth. Each patient brings their own values and beliefs to the care process. Strongly held values and beliefs can shape the care process and responses to care. Some values and beliefs are common and may be cultural and religious in origin. Other values and beliefs are those of