



# Patient-Centered Care (PCC)

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## Overview

Each patient and their family have their own unique needs, strengths, values, and beliefs. Patient and family education helps patients better understand and participate in their care and make well-informed care decisions. Health care organizations work to establish trust and open communication with patients and to understand and protect each patient's cultural, psychosocial, and spiritual values.

Patient care outcomes can be improved when patients and, as appropriate, their families and/or those who make decisions on their behalf are well informed and involved in care decisions and processes in a way that matches their cultural expectations.

To promote patient rights and patient-centered care, organizations begin by defining those rights and involving patients and their families in making decisions about the patient's care. Patients need to be well informed of their rights and how to act on them. Multidisciplinary team members are taught to understand and to respect patients' beliefs and values and to provide considerate and respectful care that promotes and protects patients' dignity and self-worth.

This chapter addresses processes to do the following:

- Identify, protect, and promote patient rights.
- Inform patients of their rights.
- Include the patient's family, when appropriate, in decisions about the patient's care.
- Incorporate patient satisfaction and experience in the quality of care.
- Obtain informed consent.
- Educate staff about patient and family rights.
- Inform patients and families about the hospital's oversight process of organ and tissue procurement.

How these processes are carried out in an organization depends on its country's local laws and regulations and any international conventions, treaties, or agreements on human rights endorsed by the country.

These processes are related to how an organization provides health care in an equitable manner, given the structure of the health care delivery system and the health care financing mechanisms of the country.

## Standards

The following is a list of all standards for this function. They are presented here for your convenience without their intent statements or measurable elements. For more information about these standards, please see the next section in this chapter, Standards, Intents, and Measurable Elements.

### Patient and Family Rights

**PCC.01.00** The hospital implements processes that support patient and family rights during care.

**PCC.01.01** The hospital respects, protects, and promotes patient rights.

**PCC.01.02** The hospital protects patient privacy, confidentiality, and access to health information.

**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, Intent, 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