

Achieving Patient Centeredness with JCI Accreditation



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Patient Centeredness

“Patient centeredness is the core component of quality health care.”.....

IDM

Patient centeredness is defined as:

Health care that establishes a **partnership among practitioners, patients, and their families** (when appropriate) to ensure that decisions **respect patients' wants, needs, and preferences** and that patients have the education and support they need to **make decisions and participate in their own care.**

JCI & Patient Centered Care



Throughout its accreditation standards, JCI requires compliance with all of the Key Attributes Of Patient-Centered Care and with most of the Key Factors That Contribute to Achieving Patient-Centered Care as well

What Are Key Attributes Of Patient-Centered Care?

Key Attributes Of Patient-Centered Care

- **Education** and shared knowledge
- **Involvement** of family and friends
- **Collaboration** and team management
- **Sensitivity** to nonmedical and spiritual dimensions
- **Respect** for patient needs and preferences
- **Free flow** and **accessibility** of information



Education & Shared knowledge

A whole Chapter consisting of 5 standards is devoted for Patient & Family Education.

JCI requires its hospital to comply with the following standards to ensure sufficient education and knowledge sharing with patients and their families:

- ✓ The hospital provides **education that supports** patient and family participation in care decisions and care processes.
- ✓ Each patient's **educational needs** are assessed and recorded in his or her record.



Education & Shared knowledge

- ✓ The patient's and family's **ability to learn and willingness** to learn are assessed.
- ✓ Education methods **include the patient's and family's values and preferences** and allow sufficient interaction among the patient, family, and staff for learning to occur.
- ✓ Health professionals caring for the patient **collaborate to provide education.**



Involvement of family and friends



Family and advocates involvement is highly stressed through out multiple standards listed under Patient & Family Rights chapter:

- ✓ The hospital is responsible for providing processes that **support patients' and families' rights** during care.
- ✓ The hospital **supports patients' and families' rights to participate in the care process**
- ✓ 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

Involvement of family and friends



- ✓ The hospital **informs patients and families** about its process to receive and to act on complaints, conflicts, and differences of opinion about patient care and the patient's right to participate in these processes
- ✓ **Patients and families receive adequate information** about the illness, proposed treatment(s), and health care practitioners so that **they** can make care decisions.
- ✓ The hospital establishes a process, within the context of existing law and culture, for when **others can grant consent.**



- **JCI Speak Up™ initiatives**: Urges patients to take a role in preventing health care errors by becoming active, involved and informed participants on the health care team

Collaboration and team management

JCI requires:

- ✓ The hospital leadership to be responsible for using **a collaborative process** to develop guidelines and procedures for care
- ✓ Medical, nursing, and other individuals and services responsible for patient care **collaborate to analyze and integrate** patient assessments and prioritize the most urgent/important patient care needs.



Collaboration and team management

- ✓ The care planning process and patient education to be collaborative
- ✓ A collaborative process for planning, delivering, and monitoring nutrition therapy.
- ✓ Medication selection to be a collaborative process that includes patient need and safety as well as economics



Sensitivity to nonmedical and spiritual dimensions



- ✓ The hospital provides care that is respectful of the patient's personal values and beliefs and responds to requests related to spiritual and religious beliefs.
- ✓ The hospital supports the patient's right to assessment and management of pain and respectful compassionate care at the end of life.

Respect for patient needs and preferences

✓ The hospital provides care that is respectful of the patient's personal values and beliefs

✓ JCI requires End-of-life care provided by the hospital to include:

- Respecting the patient's values, religion, and cultural preferences
- Involving the patient and family in all aspects of care
- Responding to the psychological, emotional, spiritual, and cultural concerns of the patient and family.



Free Flow & Accessibility of Information

- ✓ The patient's **record(s) is available** to those practitioners who are authorized to have access and need it for the care of the patient.
- ✓ Health care practitioners in all settings providing care to outpatients are **to have access to information** about the care being provided previously.
- ✓ A copy of the **discharge summary is provided** to the patient in cases in which information regarding the practitioner responsible for the patient's continuing or follow-up care is unknown



Free Flow & Accessibility of Information

- ✓ Hospital leadership communicates with key stakeholders in its community to facilitate access to care and access to information about its patient care services
- ✓ Appropriate patients and families are identified and informed about how to gain access to clinical research, clinical investigations, or clinical trials relevant to their treatment needs.
- ✓ Information related to the patient's care is transferred with the patient.



What Are The Key Factors That Contribute to Achieving Patient-Centered Care?

Key Factors That Contribute to Achieving Patient-Centered Care

- Sufficiently committed and engaged Leadership
- A Strategic Vision Clearly And Constantly Communicated
- Involvement Of Patients And Families At Multiple Levels
- Care For The Caregivers Through A Supportive Work Environment
- Systematic Measurement And Feedback
- Supportive & nurturing Built Or Physical Environment
- Supportive Technology that fosters patient engagement

Sufficiently committed and engaged Leadership

- ✓ Hospital leadership is responsible for establishing and providing ongoing support for an **organizational commitment to quality**
- ✓ Hospital leadership recognizes the required level of **commitment** and personal involvement required to **advance scientific inquiry**



Sufficiently committed and engaged Leadership



- ✓ Hospital leadership's commitment to human subjects research is not separate from their commitment to patient **care—commitment is integrated at all levels**
- ✓ Hospital leadership supports the **commitment to ongoing staff in-service education**
- ✓ Hospital leadership, verbally and in writing, **communicates within the hospital their commitment**

A Strategic Vision Clearly And Constantly Communicated



- ✓ Hospital leadership communicates the hospital's vision, mission, goals, policies, and plans to staff.
- ✓ Hospital leadership develops the quality and patient safety program for governance approval, and through its vision and support, shapes the quality culture of the hospital
- ✓ Hospital leadership's actions and the hospital's guidelines for ethical behavior must be congruent with the hospital's vision, mission, and value statements; personnel policies; annual reports; and other documents.

Involvement Of Patients And Families At Multiple Levels

- ✓ Patients are informed about all aspects of their medical care and treatment.
- ✓ The hospital provides education on infection prevention and control practices to staff, physicians, patients, families, and other caregivers
- ✓ Marking the surgical and invasive procedure site involves the patient
- ✓ The patient and family are involved in the planning process with the health care team



Involvement Of Patients And Families At Multiple Levels

- ✓ Individuals from the research or other programs are **involved** in developing the criteria or protocol.
- ✓ The hospital supports and promotes patient and family involvement in all aspects of care
- ✓ One of the main ways that **patients** are involved in their care decisions is by granting informed consent
- ✓ The **assessment** process is modified to involve the **family**



Care For The Caregivers Through A Supportive Work Environment



- ✓ JCI requires hospitals to create an ethical framework that supports the hospital's health care providers, other staff, and patient and family when confronted by ethical dilemmas in patient care.
- ✓ JCI has Introduced in its 5th edition a new standard to emphasize the need to protect patients and staff from contaminated, fake, and diverted drugs, medical technology, and supplies

Systematic Measurement & Feedback



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- ✓ The **hospital participates in the Joint Commission International Library of Measures** quality improvement measurement system
- ✓ In its 5th edition, and as researches stressed the importance of leadership, JCI moved and integrated the selection and use of Library measures into the “Governance, Leadership, and Direction” chapter from “Quality Improvement and Patient Safety” chapter

Systematic Measurement & Feedback



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- ✓ JCI devoted two full sections for **Measure Selection and Data Collection** and for **Analysis and Validation of Measurement Data** in its Quality Improvement & Patient Safety chapter
- ✓ The **hospital uses measurement information to improve infection prevention and control** activities and to reduce health care–associated infection rates to the lowest possible levels
- ✓ Hospital **leadership selects the approach to be used by the hospital to measure, assess, and improve quality and patient safety**

Systematic Measurement & Feedback



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- ✓ The **timeliness** of reporting of urgent/emergency tests **is measured**.
- ✓ The **hospital identifies measures for monitoring the quality** of the services to be provided by the reference (contract) laboratory.
- ✓ The **hospital uses measurement information to evaluate the services** provided to high-risk patients and integrates that information into the hospital's overall quality improvement program.

Supportive & nurturing Built Or Physical Environment

- ✓ Facility management program to reduce and control risks in the care environment
- ✓ The hospital plans and implements a program to provide a secure environment for patients, families, staff, and visitors



Supportive Technology that fosters patient engagement



Thank
You

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