

Relevant Standard: IC.01.05.01

Element of Performance: 7

Program Titles

Preventing Bloodstream Infections

Quality of Care

Relevant Standard: IC.02.01.01

The hospital implements its infection prevention and control plan.

Element of Performance: 7

The hospital implements its methods to communicate responsibilities for preventing and controlling infection to licensed independent practitioners, staff, visitors, patients, and families. Information for visitors, patients, and families includes hand and respiratory hygiene practices. (See also HR.01.04.01, EP 4)

Note: Information may have different forms of media, such as posters or pamphlets.

Program Titles

Preventing Bloodstream Infections

Quality of Care

MRSA Prevention

Quality of Care

VRE Prevention

Quality of Care

Proper Hand Hygiene

Quality of Care

Maintaining a Clean Hospital Room

Quality of Care

Preventing Surgical Site Infections

Quality of Care

C. Diff Prevention

Quality of Care

Urinary Catheter Safety

Quality of Care

Preventing Ventilator-Associated Infections

Quality of Care

Flu Prevention and Treatment

Quality of Care

Relevant Standard: IC.02.04.01

The hospital offers vaccination against influenza to licensed independent practitioners and staff.

Note: This standard is applicable to staff and licensed independent practitioners only when care, treatment, or services are provided on site. When care, treatment, or services are provided off site, such as with telemedicine or telephone consultation, this standard is not applicable to off-site staff and licensed independent practitioners.

Element of Performance: 2

The hospital educates licensed independent practitioners and staff about, at a minimum, the influenza vaccine; non-vaccine control and prevention measures; and the diagnosis, transmission, and impact of influenza. (See also HR.01.04.01, EP 4)

Program Titles

Flu Prevention and Treatment

Quality of Care

Relevant Standard: MM.06.01.01

The hospital safely administers medications.

Element of Performance: 9

Before administering a new medication, the patient or family is informed about any potential clinically significant adverse drug reactions or other concerns regarding administration of a new medication. (See also MM.06.01.03, EPs 3–6; PC.02.03.01, EP 10)

Program Titles

Getting Proper Nutrients While in Cancer Treatment

Oncology

Getting Enough Fluids While in Cancer Treatment

Oncology

Dealing with Nausea and Vomiting

Oncology

Mouth and Throat Problems	Oncology
Flu Prevention and Treatment	Quality of Care
Why Opioids Are Addictive	Mental & Emotional
Acute Pain Management	Quality of Care
Safe Use of Opioids	Quality of Care
Describing and Rating Your Pain	Quality of Care
Medications for Chronic Pain	Palliative & Advance
Heart Failure Medications: Diuretics	Medications
Medications Used to Treat Heart Failure	Cardiology

Relevant Standard: MM.06.01.03

Self-administered medications are administered safely and accurately.

Note: The term "self-administered medication(s)" may refer to medications administered by a family member.

Element of Performance: 3

The hospital educates patients and families involved in self-administration about the following: Medication name, type, and reason for use. (See also MM.06.01.01, EP 9; PC.02.03.01, EP 10)

Program Titles

Your Health Checklist: Taking Warfarin Safely	Cardiology
Managing Depression: Medications	Mental & Emotional
Emergency Treatment for a Heart Attack	Cardiology
Tips for Avoiding Medication Mistakes	Navigating Healthcare
Can I Split My Pills?	Quality of Care
Measuring Liquid Medications	Quality of Care
Storing Medications	Quality of Care
Tips for Swallowing Pills	Quality of Care
Heart Failure Medications: Diuretics	Medications
Medications Used to Treat Heart Failure	Cardiology
Diabetes Medications: Acarbose, Miglitol	Medications
Diabetes Medications: Rosiglitazone, Pioglitazone	Medications
Diabetes Medications: Sitagliptin, Saxagliptin, Linagliptin, and Alogliptin	Medications
Metformin	Medications
Taking Your Medications Safely	Quality of Care
Using Insulin Safely	Diabetes

Element of Performance: 4

The hospital educates patients and families involved in self-administration about the following: How to administer medication, including process, time, frequency, route, and dose. (See also MM.06.01.01, EP 9; PC.02.03.01, EP 10)

Program Titles

Your Health Checklist: Taking Warfarin Safely	Cardiology
Using Insulin Safely	Diabetes

Element of Performance: 5

The hospital educates patients and families involved in self-administration about the following: Anticipated actions and potential side effects of the medication administered. (See also MM.06.01.01, EP 9; PC.02.03.01, EP 10)

Program Titles

Your Health Checklist: Taking Warfarin Safely	Cardiology
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Relevant Standard: NPSG.03.05.01

Reduce the likelihood of patient harm associated with the use of anticoagulant therapy.

Note: This requirement applies only to hospitals that provide anticoagulant therapy and/or long-term anticoagulation prophylaxis (for example, atrial fibrillation) where the clinical expectation is that the patient’s laboratory values for coagulation will remain outside normal values. This requirement does not apply to routine situations in which short-term prophylactic anticoagulation is used for venous thrombo-embolism prevention (for example, related to procedures or hospitalization) and the clinical expectation is that the patient’s laboratory values for coagulation will remain within, or close to, normal values.

Element of Performance: 6

A written policy addresses baseline and ongoing laboratory tests that are required for anticoagulants.

Program Titles

Anticoagulants: The Danger of Blood Clots	Cardiology
General Safety Tips While Taking an Anticoagulant	Cardiology
What is an Anticoagulant?	Cardiology

Element of Performance: 7

Provide education regarding anticoagulant therapy to prescribers, staff, patients, and families. Patient/family education includes the following:

- The importance of follow-up monitoring
- Compliance
- Drug-food interactions
- The potential for adverse drug reactions and interactions

Program Titles

Your Health Checklist: Taking Warfarin Safely	Cardiology
Your Care at Home: Taking Blood Thinners	Cardiology

Relevant Standard: NPSG.03.06.01

Maintain and communicate accurate patient medication information.

Element of Performance: 4

Provide the patient (or family as needed) with written information on the medications the patient should be taking when he or she is discharged from the hospital or at the end of an outpatient encounter (for example, name, dose, route, frequency, purpose).

Note: When the only additional medications prescribed are for a short duration, the medication information the hospital provides may include only those medications. For more information about communications to other providers of care when the patient is discharged or transferred, refer to Standard PC.04.02.01.

Program Titles

Your Care at Home: Managing Your Medicine	Quality of Care
Heart Failure Medications: Beta Blockers	Medications
Medications and Medical Devices	Quality of Care

Element of Performance: 5

Explain the importance of managing medication information to the patient when he or she is discharged from the hospital or at the end of an outpatient encounter.

Note: Examples include instructing the patient to give a list to his or her primary care physician; to update the information when medications are discontinued, doses are changed, or new medications (including over-the-counter products) are added; and to carry medication information at all times in the event of emergency situations. (For information on patient education on medications, refer to Standards MM.06.01.03, PC.02.03.01, and PC.04.01.05.)

Program Titles

Your Care at Home: Managing Your Medicine	Quality of Care
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Taking Your Heart Medications	Cardiology
Heart Failure Medications: Beta Blockers	Medications
Learning All You Can About Diabetes	Diabetes
Diabetes Medications: Acarbose, Miglitol	Medications
Diabetes Medications: Rosiglitazone, Pioglitazone	Medications
Diabetes Medications: Sitagliptin, Saxagliptin, Linagliptin, and Alogliptin	Medications
Metformin	Medications

Relevant Standard: NPSG.07.03.01

Implement evidence-based practices to prevent health care–associated infections due to multidrug-resistant organisms in acute care hospitals.

Note: This requirement applies to, but is not limited to, epidemiologically important organisms such as methicillin-resistant staphylococcus aureus (MRSA), clostridium difficile (CDI), vancomycin-resistant enterococci (VRE), and multidrug-resistant gram-negative bacteria.

Element of Performance: 3

Educate patients, and their families as needed, who are infected or colonized with a multidrug-resistant organism about health care–associated infection prevention strategies.

Program Titles

MRSA Prevention	Quality of Care
VRE Prevention	Quality of Care
C. Diff Prevention	Quality of Care

Relevant Standard: NPSG.07.04.01

Implement evidence-based practices to prevent central line–associated bloodstream infections.

Note: This requirement covers short- and long-term central venous catheters and peripherally inserted central catheter (PICC) lines.

Element of Performance: 2

Prior to insertion of a central venous catheter, educate patients and, as needed, their families about central line–associated bloodstream infection prevention.

Program Titles

Preventing Bloodstream Infections	Quality of Care
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Relevant Standard: NPSG.07.05.01

Implement evidence-based practices for preventing surgical site infections.

Element of Performance: 2

Educate patients, and their families as needed, who are undergoing a surgical procedure about surgical site infection prevention.

Program Titles

Preventing Surgical Site Infections	Quality of Care
Your Care at Home: After Surgery	Quality of Care

Relevant Standard: PC.01.02.07

The hospital assesses and manages the patient's pain.

Element of Performance: 5

The hospital involves patients in the pain management treatment planning process through the following:

- Developing realistic expectations and measurable goals that are understood by the patient for the degree, duration, and reduction of pain
- Discussing the objectives used to evaluate treatment progress (for example, relief of pain and improved physical and psychosocial function)
- Providing education on pain management, treatment options, and safe use of opioid and non-opioid medications when prescribed
(See also RI.01.02.01, EPs 2–4, 8; RI.01.03.01, EP 1)

Program Titles

Pain Management	Oncology
Acute Pain Management	Quality of Care
Safe Use of Opioids	Quality of Care
Describing and Rating Your Pain	Quality of Care
What is Chronic Pain?	Palliative & Advance
Your Chronic Pain Treatment Plan	Palliative & Advance
Medications for Chronic Pain	Palliative & Advance
Living with Chronic Pain	Palliative & Advance

Element of Performance: 8

The hospital educates the patient and family on discharge plans related to pain management including the following:

- Pain management plan of care
- Side effects of pain management treatment
- Activities of daily living, including the home environment, that might exacerbate pain or reduce effectiveness of the pain management plan of care, as well as strategies to address these issues
- Safe use, storage, and disposal of opioids when prescribed

Program Titles

Pain Management	Oncology
Acute Pain Management	Quality of Care
Safe Use of Opioids	Quality of Care
Describing and Rating Your Pain	Quality of Care
What is Chronic Pain?	Palliative & Advance
Your Chronic Pain Treatment Plan	Palliative & Advance
Medications for Chronic Pain	Palliative & Advance
Living with Chronic Pain	Palliative & Advance

Relevant Standard: PC.02.01.19

The hospital recognizes and responds to changes in a patient’s condition.

Note: Hospitals are not required to create “rapid response teams” or “medical emergency teams” in order to meet this standard. The existence of these types of teams does not mean that all of the elements of performance are automatically achieved.

Element of Performance: 2

The hospital develops written criteria describing early warning signs of a change or deterioration in a patient’s condition and when to seek further assistance.

Program Titles

Stroke Care: Every Minute Counts	Neurology
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Relevant Standard: PC.02.03.01

The hospital provides patient education and training based on each patient’s needs and abilities.

Element of Performance: 10

Based on the patient's condition and assessed needs, the education and training provided to the patient by the hospital include any of the following:

- An explanation of the plan for care, treatment, and services
- Basic health practices and safety
- Information on the safe and effective use of medications (See also MM.06.01.01, EP 9; MM.06.01.03, EPs 3–6)
- Nutrition interventions (for example, supplements) and modified diets
- Discussion of pain, the risk for pain, the importance of effective pain management, the pain assessment process, and methods for pain management
- Information on oral health
- Information on the safe and effective use of medical equipment or supplies provided by the hospital
- Habilitation or rehabilitation techniques to help the patient reach maximum independence
- Fall reduction strategies

Program Titles

Your Health Checklist: Taking Warfarin Safely	Cardiology
Urinary Catheter Safety	Quality of Care
Preventing Ventilator-Associated Infections	Quality of Care
Your Care at Home: After a Heart Attack	Cardiology
Your Care at Home: After Surgery	Quality of Care
Your Care at Home: Caring for Your Urinary Catheter	Quality of Care
Your Care at Home: Checking Blood Sugar	Diabetes
Your Care at Home: Colostomy Care	Gastroenterology
Your Care at Home: Ileostomy Care	Gastroenterology
Your Care at Home: Infection Control	Quality of Care
Your Care at Home: Managing Your Medicine	Quality of Care
Your Care at Home: Preventing Falls	Quality of Care
Your Care at Home: Taking Blood Thinners	Cardiology
Your Care at Home: Urostomy Care	Gastroenterology
Understanding Atrial Fibrillation	Cardiology
Living with Atrial Fibrillation	Cardiology
Treating Atrial Fibrillation	Cardiology
COPD: Using Your HandiHaler	Pulmonology
Controlling Your Blood Pressure When You Have Heart Disease	Cardiology
Controlling Your Risk Factors for a Healthier Heart	Cardiology
Exercise and Heart Disease	Cardiology
Managing Diabetes and Heart Disease	Cardiology
Reducing Heart Disease by Lowering Your Cholesterol	Cardiology
Taking Your Heart Medications	Cardiology
Healthy Living for Seniors	Wellness
Aging, Loneliness and Your Health	Wellness
Exercise Safety Tips for Seniors	Wellness
Heart Failure Medications: Beta Blockers	Medications
Understanding Cholesterol and Heart Disease	Cardiology
Risk Factors for Heart Disease	Cardiology
Lowering Cholesterol with Diet and Exercise	Cardiology
Medications to Lower Cholesterol	Cardiology
Managing Your Diabetes: An Introduction	Diabetes

Managing Your Diabetes: Healthy Eating	Diabetes
Managing Your Diabetes: Being Active	Diabetes
Managing Your Diabetes: Monitoring	Diabetes
Managing Your Diabetes: Taking Medication	Diabetes
Managing Your Diabetes: Problem Solving	Diabetes
Managing Your Diabetes: Reducing Risks	Diabetes
Managing Your Diabetes: Healthy Coping	Diabetes
Healthy Aging: Physical Changes and Health Screening for Men	Wellness
Healthy Aging: Working with Your Healthcare Team	Wellness
Osteoporosis: Strength for Life (Part 1)	Orthopedics
Osteoporosis: Strength for Life (Part 2)	Orthopedics
Osteoporosis: Strength for Life (Part 3)	Orthopedics
Osteoporosis: Strength for Life (Part 4)	Orthopedics
Stroke Care: Every Minute Counts	Neurology
Healthy Aging	Wellness
Healthy Aging: Physical Changes in Women	Wellness
Healthy Aging: Important Health Screening for Women	Wellness
Immunizations over 50	Wellness
Understanding Your Treatment Plan	Oncology
Getting Proper Nutrients While in Cancer Treatment	Oncology
Getting Enough Fluids While in Cancer Treatment	Oncology
Handling Unpleasant Food and Drink Tastes During Cancer Treatment	Oncology
Dealing with Nausea and Vomiting	Oncology
Mouth and Throat Problems	Oncology
Pain Management	Oncology
Depression, Anxiety, and Cancer Treatment	Oncology
Flu Prevention and Treatment	Quality of Care
Diabetes Complications: Large Blood Vessel Disease	Diabetes
Preventing the Long-Term Complications of Diabetes	Diabetes
Diabetes Complications: Early Treatment	Diabetes
Finding the Support You Need When You Have Prediabetes	Diabetes
Prediabetes: Choosing Healthy Foods	Diabetes
Prediabetes: Getting Active	Diabetes
Prediabetes: Lifestyle Changes	Diabetes
Testing for Prediabetes	Diabetes
Understanding Prediabetes	Diabetes
Is Your Plan for Treating Diabetes Working?	Diabetes
Learning All You Can About Diabetes	Diabetes
Lifestyle Changes for Better Diabetes Management	Diabetes
What is Type 2 Diabetes?	Diabetes
Why Opioids Are Addictive	Mental & Emotional
Strategies to be a Successful Caregiver	Wellness
Acute Pain Management	Quality of Care
Safe Use of Opioids	Quality of Care
Describing and Rating Your Pain	Quality of Care
What is Chronic Pain?	Palliative & Advance

Your Chronic Pain Treatment Plan	Palliative & Advance
Medications for Chronic Pain	Palliative & Advance
Living with Chronic Pain	Palliative & Advance
Living with Panic Attacks	Mental & Emotional
Living with Generalized Anxiety Disorder	Mental & Emotional
Anxiety and Depression	Mental & Emotional
Common Skills to Help You Cope with Stress	Mental & Emotional
Is Stress Hurting Your Health?	Mental & Emotional
Stress Management: Are You Stressed?	Mental & Emotional
What is Stress?	Mental & Emotional
Managing Depression: Medications	Mental & Emotional
Managing Depression: Overcoming Barriers and Getting Help	Mental & Emotional
Relieving Depression Through Lifestyle Changes	Mental & Emotional
Signs and Symptoms of Depression	Mental & Emotional
What is Depression?	Mental & Emotional
Tips for Avoiding Medication Mistakes	Navigating Healthcare
Quit Tips	Wellness
Can I Split My Pills?	Quality of Care
Measuring Liquid Medications	Quality of Care
Storing Medications	Quality of Care
Tips for Swallowing Pills	Quality of Care
Your Heart and Humidity	Cardiology
Heart Health and Sex	Cardiology
Heart Failure Medications: Diuretics	Medications
Monitoring Symptoms of Heart Failure	Cardiology
Heart Failure: Preparing for Discharge	Cardiology
Living with Heart Failure: Strategies to Reduce Sodium	Cardiology
Managing Your Heart Failure Medications	Cardiology
Medications Used to Treat Heart Failure	Cardiology
What is Heart Failure?	Cardiology
What Your Heart Failure Diagnosis Means	Cardiology
Understanding Ejection Fraction	Cardiology
The Female Risk Factor for Developing Heart Disease	Cardiology
Women and Heart Disease: Weight Management, Diabetes and Exercise	Cardiology
Hormone Replacement Therapy and Heart Disease	Cardiology
Heart Attack in Women: Symptoms and Treatment	Cardiology
Choosing Carbohydrates Wisely When You Have Diabetes	Diabetes
Choosing Fats Wisely When You Have Diabetes	Diabetes
Preparing Foods in Healthful Ways When You Have Diabetes	Diabetes
Reading the Food Label When You Have Diabetes	Diabetes
The Importance of Healthy Eating When You Have Diabetes	Diabetes
Understanding Insulin	Diabetes
Using Insulin Safely	Diabetes
Diabetes Medications: Acarbose, Miglitol	Medications
Diabetes Medications: Rosiglitazone, Pioglitazone	Medications
Diabetes Medications: Sitagliptin, Saxagliptin, Linagliptin, and Alogliptin	Medications

Your Stroke Recovery Plan	Neurology
Stroke: Hospital Discharge	Neurology
Understanding Hypoglycemia (Low Blood Glucose)	Diabetes
The Benefits of Cardiac Rehabilitation	Cardiology
What is Deep Vein Thrombosis?	Cardiology
Recognizing and Treating DVT	Cardiology
Preventing DVT After Hospital Discharge	Cardiology
Metformin	Medications
Examining Your Skin and Feet	Diabetes
Stroke Recovery: Common Speech and Communication Challenges	Neurology
Know Your Risk Factors for Stroke	Neurology
Recognizing Stroke Symptoms	Neurology
Your Recovery Team	Neurology
How to Take Your Blood Pressure at Home	Wellness
Preventing Infection After Surgery	Quality of Care
Exercise - Discover the Importance of Warming Up Your Body Before Exercise	Wellness
Exercise and Leg Circulation	Wellness
Exercise and Nutrition – Find out about the best exercise to burn calories	Wellness
Low-Carb Diets: How Do They Work	Wellness
No Fat Veggies	Wellness
Salt Substitutes	Wellness
Communicating with Your Healthcare Team	Navigating Healthcare
Fall Prevention	Quality of Care
General Hospital Safety	Quality of Care
Medications and Medical Devices	Quality of Care
Patient Rights in the Hospital	Navigating Healthcare
Taking Your Medications Safely	Quality of Care
Understanding Your Medications & Procedures	Navigating Healthcare
Creating a Quit Tobacco Plan	Wellness
Healthy Aging: Reducing Stress	Wellness
Healthy Aging: The Importance of Sleep	Wellness
Getting the Most Out of Joint Replacement Surgery	Orthopedics
Joint Replacement Recovery: Activities of Daily Living	Orthopedics
Joint Replacement Recovery: Activity Guidelines	Orthopedics
Joint Replacement Recovery: Incision Care	Orthopedics
Joint Replacement: Pain Management	Orthopedics
Joint Replacement: Physical and Occupational Therapies	Orthopedics
Joint Replacement: Preventing Blood Clots	Orthopedics
Joint Replacement: Understanding Your Discharge Instructions	Orthopedics
Joint Replacement: Your Hospital Stay	Orthopedics
Anticoagulants: How a Blood Clot Forms	Cardiology
Anticoagulants: The Danger of Blood Clots	Cardiology
General Safety Tips While Taking an Anticoagulant	Cardiology
What is an Anticoagulant?	Cardiology
Depression: More Than Sadness	Mental & Emotional
Your Surgery: How to Prepare	Quality of Care

Your Surgery: What to Expect at the Hospital	Quality of Care
Your Surgery: Recovery	Quality of Care
Asthma Management: What is a Flare-Up?	Pulmonology
Managing Asthma Attacks	Pulmonology
Following Your Asthma Action Plan	Pulmonology
What is an Asthma Trigger?	Pulmonology
What is Asthma?	Pulmonology
The Challenges of Healthy Eating	Wellness
The Risks of Being Overweight	Wellness
Your Health Checklist: G-Tube Care	Gastroenterology

Element of Performance: 27

The hospital provides the patient education on how to communicate concerns about patient safety issues that occur before, during, and after care is received.

Program Titles

Getting Enough Fluids While in Cancer Treatment	Oncology
Dealing with Nausea and Vomiting	Oncology

Relevant Standard: PC.03.01.03

The hospital provides the patient with care before initiating operative or other high-risk procedures, including those that require the administration of moderate or deep sedation or anesthesia.

Element of Performance: 4

Before operative or other high-risk procedures are initiated, or before moderate or deep sedation or anesthesia is administered: The hospital provides the patient with preprocedural education, according to his or her plan for care.

Program Titles

Treating Atrial Fibrillation	Cardiology
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Relevant Standard: PC.04.01.05

Before the hospital discharges or transfers a patient, it informs and educates the patient about his or her follow-up care, treatment, and services.

Element of Performance: 2

Before the patient is discharged, the hospital informs the patient, and also the patient's family when it is involved in decision making or ongoing care, of the kinds of continuing care, treatment, and services the patient will need.

Program Titles

Your Health Checklist: Taking Warfarin Safely	Cardiology
Taking Your Heart Medications	Cardiology
Stroke Care: Every Minute Counts	Neurology
The Benefits of Cardiac Rehabilitation	Cardiology
Stroke Recovery: Common Speech and Communication Challenges	Neurology

Element of Performance: 7

The hospital educates the patient, and also the patient's family when it is involved in decision making or ongoing care, about how to obtain any continuing care, treatment, and services that the patient will need.

Program Titles

Coping and Support	Oncology
Caring for Your Loved One	Wellness

Learning All You Can About Diabetes	Diabetes
What is Type 2 Diabetes?	Diabetes
Strategies to be a Successful Caregiver	Wellness
Emergency Treatment for a Heart Attack	Cardiology
Monitoring Symptoms of Heart Failure	Cardiology
Heart Failure: Preparing for Discharge	Cardiology
Medications Used to Treat Heart Failure	Cardiology
Understanding Ejection Fraction	Cardiology
Your Stroke Recovery Plan	Neurology
Stroke: Hospital Discharge	Neurology
The Benefits of Cardiac Rehabilitation	Cardiology
Stroke Recovery: Common Speech and Communication Challenges	Neurology
Recognizing Stroke Symptoms	Neurology

Relevant Standard: RI.01.03.01

The hospital honors the patient's right to give or withhold informed consent.

Element of Performance: 2

The informed consent process includes a discussion about the following:

- The patient's proposed care, treatment, and services.
- Potential benefits, risks, and side effects of the patient's proposed care, treatment, and services; the likelihood of the patient achieving his or her goals; and any potential problems that might occur during recuperation.
- Reasonable alternatives to the patient's proposed care, treatment, and services. The discussion encompasses risks, benefits, and side effects related to the alternatives and the risks related to not receiving the proposed care, treatment, and services.

Program Titles

Understanding Cholesterol and Heart Disease	Cardiology
Risk Factors for Heart Disease	Cardiology
Lowering Cholesterol with Diet and Exercise	Cardiology
Medications to Lower Cholesterol	Cardiology