

Library: Quality of Care

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: 3

The hospital implements transmission-based precautions * in response to the pathogens that are suspected or identified within the hospital's service setting and community.

Note: Transmission-based precautions are infection prevention and control measures to protect against exposure to a suspected or identified pathogen. These precautions are specific and based on the way the pathogen is transmitted. Categories include contact, droplet, airborne, or a combination of these precautions.

Footnote *: For further information regarding transmission-based precautions, refer to the website of the Centers for Disease Control and Prevention (CDC) at <http://www.cdc.gov/hai/> (Infection Control in Healthcare Settings).

Program Titles

Isolation vs. Quarantine

Quality of Care

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

Infection Prevention: Hand Washing

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: IM.02.01.01

The hospital protects the privacy of health information.

Element of Performance: 4

The hospital discloses health information only as authorized by the patient or as otherwise consistent with law and regulation. (See also RI.01.01.01, EP 7)

Program Titles

What is a Patient Portal?

Navigating Healthcare

Use Your Patient Portal

Navigating Healthcare

Connecting To Your Health

Navigating Healthcare

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

Norco

Medications

Zohydro ER

Medications

Hysingla ER

Medications

Dilaudid

Medications

Exalgo

Medications

Flu Prevention and Treatment

Quality of Care

Acute Pain Management

Quality of Care

Safe Use of Opioids

Quality of Care

Describing and Rating Your Pain

Quality of Care

Patient Controlled Analgesia

Quality of Care

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

Norco

Medications

Zohydro ER

Medications

Hysingla ER

Medications

Dilaudid

Medications

Exalgo

Medications

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

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

Norco	Medications
Zohydro ER	Medications
Hysingla ER	Medications
Dilaudid	Medications
Exalgo	Medications

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

Norco	Medications
Zohydro ER	Medications
Hysingla ER	Medications
Dilaudid	Medications
Exalgo	Medications

Element of Performance: 6

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

Program Titles

Norco	Medications
Zohydro ER	Medications
Hysingla ER	Medications
Dilaudid	Medications
Exalgo	Medications

Relevant Standard: MM.09.01.01

The hospital has an antimicrobial stewardship program based on current scientific literature.

Element of Performance: 5

The hospital's antimicrobial stewardship program includes the following core elements:

- Leadership commitment: Dedicating necessary human, financial, and information technology resources.
- Accountability: Appointing a single leader responsible for program outcomes. Experience with successful programs show that a physician leader is effective.
- Drug expertise: Appointing a single pharmacist leader responsible for working to improve antibiotic use.
- Action: Implementing recommended actions, such as systemic evaluation of ongoing treatment need, after a set period of initial treatment (for example, "antibiotic time out" after 48 hours).
- Tracking: Monitoring the antimicrobial stewardship program, which may include information on antibiotic prescribing and resistance patterns.
- Reporting: Regularly reporting information on the antimicrobial stewardship program, which may include information on antibiotic use and resistance, to doctors, nurses, and relevant staff.
- Education: Educating practitioners, staff, and patients on the antimicrobial program, which may include information about resistance and optimal prescribing.

(See also IC.02.01.01, EP 1 and NPSG.07.03.01, EP 5)

Note: These core elements were cited from the Centers for Disease Control and Prevention's Core Elements of Hospital Antibiotic Stewardship Programs (<http://www.cdc.gov/getsmart/healthcare/pdfs/core-elements.pdf>). The Joint Commission recommends that organizations use this document when designing their antimicrobial stewardship program.

Program Titles

Unnecessary Prescriptions for Antibiotics	Quality of Care
Your Health Checklist: Antibiotics	Quality of Care
Using Antibiotics Safely	Quality of Care
Understanding Antibiotic Resistance	Quality of Care
Antibiotic Overuse	Quality of Care
Your Health Checklist: NSAIDS	Quality of Care
Understanding non-steroidal anti-inflammatory drugs (NSAIDS)	Quality of Care

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
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
Norco	Medications
Zohydro ER	Medications
Hysingla ER	Medications
Dilaudid	Medications
Exalgo	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: NPSG.15.01.01

Identify patients at risk for suicide.

Note: This requirement applies only to psychiatric hospitals and patients being treated for emotional or behavioral disorders in general hospitals.

Element of Performance: 2

Address the patient's immediate safety needs and most appropriate setting for treatment.

Program Titles

Suicide Risk Assessment	Quality of Care
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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

Norco	Medications
Zohydro ER	Medications
Hysingla ER	Medications
Dilaudid	Medications
Exalgo	Medications
Acute Pain Management	Quality of Care
Safe Use of Opioids	Quality of Care
Describing and Rating Your Pain	Quality of Care
Patient Controlled Analgesia	Quality of Care
Managing Chronic Pain with Over-the-Counter Medications	Quality of Care

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

Norco	Medications
Zohydro ER	Medications
Hysingla ER	Medications
Dilaudid	Medications
Exalgo	Medications
Acute Pain Management	Quality of Care
Safe Use of Opioids	Quality of Care
Describing and Rating Your Pain	Quality of Care
Patient Controlled Analgesia	Quality of Care

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

Urinary Catheter Safety	Quality of Care
Preventing Ventilator-Associated Infections	Quality of Care
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: Infection Control	Quality of Care
Your Care at Home: Managing Your Medicine	Quality of Care
Your Care at Home: Preventing Falls	Quality of Care
Norco	Medications
Zohydro ER	Medications
Hysingla ER	Medications
Dilaudid	Medications
Exalgo	Medications
Flu Prevention and Treatment	Quality of Care
Acute Pain Management	Quality of Care
Safe Use of Opioids	Quality of Care
Describing and Rating Your Pain	Quality of Care
Patient Controlled Analgesia	Quality of Care
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
Hand Washing Tips	Quality of Care
What is a Ventilator?	Quality of Care
Wash Your Hands!	Quality of Care
Transitional Care Management (TCM)	Navigating Healthcare
What is a Weakened Immune System?	Quality of Care
Pressure Injury: Introduction to Treatment	Quality of Care
The Importance of Wearing A Mask	Quality of Care
Hand Washing: Hand Sanitizer	Quality of Care
Infection Prevention: Incentive Spirometry	Quality of Care
Infection Prevention: Symptoms and Treatment	Quality of Care
Preventing an Infection While in the Hospital	Quality of Care
Preventing Infection After Surgery	Quality of Care
Preventing Infections at Home	Quality of Care
Sepsis Treatment and Recovery	Quality of Care
What is Sepsis?	Quality of Care

Avoiding Medical Errors	Quality of Care
Communicating with Your Healthcare Team	Navigating Healthcare
Eating Healthy at Home	Quality of Care
Fall Prevention	Quality of Care
General Hospital Safety	Quality of Care
Incision and Wound Care	Quality of Care
Medication Safety: Recognizing Side Effects	Quality of Care
Medications and Medical Devices	Quality of Care
Patient Rights in the Hospital	Navigating Healthcare
Patient Safety: Speak Up While You Are in the Hospital	Quality of Care
Preventing Falls at Home	Quality of Care
Preventing Pressure Injuries in the Hospital	Quality of Care
Returning to Activity	Quality of Care
Taking Your Medications Safely	Quality of Care
Traveling with Medication	Quality of Care
Understanding A New Prescription	Quality of Care
Understanding Your Medications & Procedures	Navigating Healthcare
What is a Discharge Plan?	Quality of Care
What is a Pressure Injury?	Quality of Care
When to Call the Doctor: After Leaving the Hospital	Quality of Care
Managing Chronic Pain with Over-the-Counter Medications	Quality of Care
Wristband Importance	Quality of Care
Where Does MRSA Come From?	Quality of Care
Expired Medications	Quality of Care
Telehealth Visits	Navigating Healthcare
Unnecessary Prescriptions for Antibiotics	Quality of Care
Fall Prevention	Quality of Care
Don't Share Prescription Medications	Quality of Care
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
Accessing Your Central Venous Catheter for Hemodialysis	Quality of Care
Central Venous Catheter for Hemodialysis: Removal	Quality of Care
Accessing Your Graft for Hemodialysis	Quality of Care
What is a Surgical Drain?	Quality of Care
How to Empty Your Surgical Drain	Quality of Care
How to Change Your Surgical Drain Dressings	Quality of Care
Surgical Drain: When to Call Your Doctor	Quality of Care
Having Your Surgical Drain Removed	Quality of Care
What is an Implanted Access Port?	Quality of Care
Accessing Your Implanted Access Port	Quality of Care
Flushing Your Implanted Access Port	Quality of Care
Living With Your Implanted Access Port	Quality of Care
Removing Your Implanted Access Port	Quality of Care
Your Health Checklist: Antibiotics	Quality of Care
Using Antibiotics Safely	Quality of Care
Understanding Antibiotic Resistance	Quality of Care
Antibiotic Overuse	Quality of Care
Your Health Checklist: NSAIDS	Quality of Care
Understanding non-steroidal anti-inflammatory drugs (NSAIDS)	Quality of Care
When to Call the Doctor: NSAIDS	Quality of Care

Fall Prevention for Younger Patients	Quality of Care
Isolation vs. Quarantine	Quality of Care
Long COVID	Quality of Care
Symptoms of COVID-19	Quality of Care
Diagnosis and Treatment of COVID-19	Quality of Care
Your Health Checklist: COVID-19 Prevention	Quality of Care
Cold? Flu? Allergies? Or is it COVID-19?	Quality of Care
What NPO Really Means	Quality of Care
What is an NG Tube?	Quality of Care
What is a Surgical Drain?	Quality of Care
The Do's and Don'ts of Fall Prevention in Younger Patients	Quality of Care
Health Minute: Do You Need an Antiviral or an Antibiotic?	Quality of Care
Health Minute: Sepsis	Quality of Care
Recognizing Sepsis	Quality of Care
Fall Prevention	Quality of Care
Infection Prevention (Patients)	Quality of Care
Infection Prevention (Visitors)	Quality of Care
Pressure Injury Prevention	Quality of Care
Hand Hygiene	Quality of Care
Medication Safety (during Hospital Stay)	Quality of Care
Medication Safety (At Discharge)	Quality of Care
Calming Your Mind Before Your Procedure	Quality of Care
Your Health Checklist: Clean and Dress an Incision	Quality of Care
Step-by-Step: Emptying Your Urinary Catheter Bag	Quality of Care
Step-by-Step: Cleaning Your Urinary Catheter Bag	Quality of Care
Step-by-Step: Changing Your Urinary Catheter Bag	Quality of Care
Step-by-Step: Flushing Your IV Line	Quality of Care
Step-by-Step: Caring for your IV Catheter at Home	Quality of Care
Step-by-Step: Changing Your Tracheostomy	Quality of Care
Step-by-Step: Suctioning Your Tracheostomy	Quality of Care
Step-by-Step: Cleaning Your Tracheostomy	Quality of Care
Step-by-Step: Checking the Placement of your NG Tube	Quality of Care
Step-by-Step: Bolus Tube Feeding	Quality of Care

Relevant Standard: PC.02.04.01

For hospitals that elect The Joint Commission Primary Care Medical Home option: The patient has access to the primary care medical home 24 hours a day, 7 days a week.

Note: Access may be provided through a number of methods, including telephone, email, websites, portals, and flexible hours.

Element of Performance: 1

For hospitals that elect The Joint Commission Primary Care Medical Home option: The primary care medical home provides patients with access to the following 24 hours a day, 7 days a week:

- Appointment availability/scheduling
- Requests for prescription renewal
- Test results
- Clinical advice for urgent health needs

Program Titles

What is a Patient Portal?	Navigating Healthcare
Use Your Patient Portal	Navigating Healthcare
Connecting To Your Health	Navigating Healthcare

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: 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

Norco	Medications
Zohydro ER	Medications
Hysingla ER	Medications
Dilaudid	Medications
Exalgo	Medications
When to Call the Doctor: After Leaving the Hospital	Quality of Care
Surgical Drain: When to Call Your Doctor	Quality of Care
When to Call the Doctor: NSAIDS	Quality of Care
Medication Safety (At Discharge)	Quality of Care

Relevant Standard: UP.01.02.01

Mark the procedure site.

Element of Performance: 1

Identify those procedures that require marking of the incision or insertion site. At a minimum, sites are marked when there is more than one possible location for the procedure and when performing the procedure in a different location would negatively affect quality or safety.

Note: For spinal procedures, in addition to preoperative skin marking of the general spinal region, special intraoperative imaging techniques may be used for locating and marking the exact vertebral level.

Program Titles

Patient Identification	Quality of Care
Marking the Procedure Site	Quality of Care

Element of Performance: 2

Mark the procedure site before the procedure is performed and, if possible, with the patient involved.

Program Titles

Patient Identification	Quality of Care
Marking the Procedure Site	Quality of Care

Element of Performance: 3

The procedure site is marked by a licensed independent practitioner who is ultimately accountable for the procedure and will be present when the procedure is performed. In limited circumstances, the licensed independent practitioner may delegate site marking to an individual who is permitted by the organization to participate in the procedure and has the following qualifications:

- An individual in a medical postgraduate education program who is being supervised by the licensed independent practitioner performing the procedure; who is familiar with the patient; and who will be present when the procedure is performed
- A licensed individual who performs duties requiring a collaborative agreement or supervisory agreement with the licensed independent practitioner performing the procedure (that is, an advanced practice registered nurse [APRN] or physician assistant [PA]); who is familiar with the patient; and who will be present when the procedure is performed.

Note: The hospital's leaders define the limited circumstances (if any) in which site marking may be delegated to an individual meeting these qualifications.

Program Titles

Patient Identification	Quality of Care
Marking the Procedure Site	Quality of Care

Element of Performance: 4

The method of marking the site and the type of mark is unambiguous and is used consistently throughout the hospital.

Note: The mark is made at or near the procedure site and is sufficiently permanent to be visible after skin preparation and draping.

Adhesive markers are not the sole means of marking the site.

Program Titles

Patient Identification

Quality of Care

Marking the Procedure Site

Quality of Care

Element of Performance: 5

A written, alternative process is in place for patients who refuse site marking or when it is technically or anatomically impossible or impractical to mark the site (for example, mucosal surfaces or perineum).

Note: Examples of other situations that involve alternative processes include:

- Minimal access procedures treating a lateralized internal organ, whether percutaneous or through a natural orifice
- Teeth
- Premature infants, for whom the mark may cause a permanent tattoo

Program Titles

Patient Identification

Quality of Care

Marking the Procedure Site

Quality of Care