

LEADERSHIP

STANDARD LD.1.30

- Sample Corporate Compliance Plan
- Standards and Methods of Review Policy
- Health Data Integrity Policy
- Healthcare Confidentiality Principles
- Confidentiality of Health Information - General Issues Policy
- Uses and Disclosures of Protected Health Information - General Rules Policy

NOTE:

Include in supporting documentation appropriate licenses, certificates and permits required by the state and federal governmental agencies and other regulatory agencies.

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| SUBJECT: COMMUNICATION PROCESS | REFERENCE #3402 |
| DEPARTMENT: HOSPITALWIDE | PAGE: 1 OF: 2 |
| APPROVED BY: | EFFECTIVE: REVISED: |

PURPOSE:

- Communication is a vital link for effective, efficient and safe facility operations. Mechanisms must be in place to facilitate communication between all levels of facility personnel, the medical staff, administration, the Governing Body, and patients and families.
- Effective communication fosters the coordination and integration of patient care between healthcare workers, departments and patients/families.

POLICY:

- _____ Hospital’s mission and appropriate policies, plans and goals shall be provided to all staff at orientation, annually and as needed, on an ongoing basis.
- Effective communication and interdisciplinary and interdepartmental relationships improve patient care and safety in the organization.
 - Employees communicate and receive information by way of staff meetings, storyboards, newsletters, committee meetings and posted flyers and memorandums.
 - Medical staff communicate and receive information by way of medical staff committees newsletters, voice mail, e-mails and memorandums.
 - Administration and the medical staff forward appropriate information to the Governing Body by way of appropriate committees or by formal address to individual board members by acceptable mechanisms, i.e., personal appointment or by letter with copy to the Chief Executive Officer.
- Effective communication between facility staff and patients and families foster a culture of safety. Patients and families should feel comfortable asking questions and reporting concerns about their care.
 - Patients and their families shall be encouraged to participate in their own care as a patient safety strategy.
 - Information regarding the reporting of concerns about patient safety and patient care shall be posted throughout the organization. This information will also be posted on _____’s web site.

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| SUBJECT: ORGAN/TISSUE/EYE DONATION | REFERENCE #3702 |
| DEPARTMENT: HOSPITALWIDE | PAGE: 1 |
| | OF: 4 |
| APPROVED BY: | EFFECTIVE: |
| | REVISED: |

POLICY:

- The _____ Hospital supports the concept of death with dignity and respect. In keeping with this concept, personnel at the facility will allow the patient and/or family to determine if, upon the expiration of the patient, any organ(s), tissue(s) or eye(s) are to be donated. Discussion with the patient and/or family is handled in a confidential, highly sensitive manner, as to engender a feeling of contribution to the benefit of others in the case of a positive organ/tissue/eye donation determination; and eliminate any feelings of guilt or societal reproach, in the case of a negative donation determination.

- The _____ Hospital is a non-federal hospital, and as such, is subject to the policies and requirements of the Organ Procurement and Transplantation Network (OPTN), established under section 372 of the Public Health Service Act:
 - The hospital shall provide all organ transplant-related data to the OPTN, scientific registry or the designated OPO, if requested.

 - or

- The _____ Hospital is a federally administered healthcare facility, and as such, is subject to the policies and requirements of _____ (organ/tissue/eye procurement agency designated by your respective federal agency):

PROCEDURE:

- Upon admission to _____ Hospital, a copy of the patient's driver's license is obtained. During this process, the patient is questioned regarding tissue donation in relationship to documentation on the driver's license.

- Consideration of the patient's religious, cultural, belief system or specific circumstances, will be emphasized. Sensitivity in all matters surrounding the potential or real death of a patient will be a primary focus by all staff.

- Those patients who do not have documented wishes for tissue donation will not be queried regarding organ/tissue/eye donation.

- Those patients who do not have documented wishes for tissue donation will have this documented in the medical record.

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| SUBJECT: ORGANIZATIONAL PATIENT/FAMILY EDUCATION PLAN | REFERENCE #3752 |
| | PAGE: 1 OF: 5 |
| DEPARTMENT: HOSPITALWIDE | EFFECTIVE: |
| APPROVED BY: | REVISED: |

POLICY:

- It is the policy of _____ Hospital to plan for, support and coordinate a systematic approach to patient and family education throughout the hospital. It is our belief that educating the patient and their family improves healthcare outcomes by enabling the patient or family to:
 - Increase understanding of the patient's health status
 - Increase compliance with the healthcare plan
 - More actively participate in the decision-making process concerning healthcare options
 - Increase the family care skills and coping mechanisms along the continuum of care
 - Promote an overall healthy patient lifestyle
 - Increase understanding of financial implications for treatment and other healthcare choices

PROCEDURE:

- All patients shall be assessed for learning needs at the time of admission to this hospital or service and reassessed throughout their stay with subsequent follow-up as appropriate. Each discipline providing care to the patient shall participate in the education of the patient.
- Multidisciplinary Educational Record:
 - The multidisciplinary Educational Record shall be used by all disciplines as a means to document teaching provided to the patient and family. The Educational Record shall be completed as follows:
 - Date: The date that teaching occurred.
 - Learning Factors (culture, religion, readiness, limitations, barriers): These factors should be assessed and considered at the time of teaching. Documentation is required if one of these factors will interfere with the learning process, or if felt to enhance in terms of learning preference, the educational experience. The term "barriers" includes, but is not limited to: emotional barriers, desire and motivation to learn, physical or cognitive limitations, financial implications for healthcare choices, and language and/or communication barriers.