1. Patient Rights and Organizational Ethics

1.1.a Organizational policies and procedures support patients' right to informed consent. a. Informed consent is obtained from patients prior to initiation of care. CORE a. Informed consent is obtained from patients Prior to initiation of care. DIRECT OBSERVATION PROOF OF PERFORMANCE: PROOF OF PERFORM TRACK RECORD: TRACK RECORD:	

For chart review, select THREE patient charts. Put a \underline{V} mark for each chart that documents achievement of the criterion and \underline{X} mark if otherwise. Repeat the evaluation process for the 2^{nd} and 3^{rd} charts. Count the number of charts with compliance over the total number of charts reviewed. As this is core:

- If 3 out of 3, the evidence score will be 3
- If 2 out of 3, the evidence score will be 0
- If 1 out of 3, the evidence score will be 0
- If 0 out of 3, the evidence score will be **0**

For direct observation, check for relevant structural inputs and actual practices of staff confirming achievement of criterion. Put a \underline{V} mark if compliant and \underline{X} mark if otherwise. Evidence score is either \underline{O} or \underline{S} .

Combine the scores for the 2 evidences to get the proof of performance score. As this is a core, ALL of the evidences must get check marks. Evidence score is either 0 or 3.

Determine track record score (based on chart review).

As this is a core, criterion score should be either $\underline{\mathbf{0}}$ or $\underline{\mathbf{3}}$.

1.1.b	Organizational policies and procedures support patients' right to informed	b. Policies and procedures define when and how informed consent is obtained.	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
	consent.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

For document review, check presence of written policy and procedures supporting achievement of the criterion. Put a <u>V</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.

The evidence score shall serve as the proof of performance score.

Determine track record score.

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
Combine proof o	of performance + track record to	o get criterion score.		
1.1.c	Organizational policies and procedures support patients' right to informed consent.	c. The informed consent is signed by both patient and health care professional that will attend to the patient or perform the procedure.	_ CHART REVIEW	_ CHART REVIEW
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
• 1 out of 3, so t • 0 out of 3, so t The evidence sco	the evidence score will be <u>2</u> the evidence score will be <u>1</u> the evidence score will be <u>0</u> ore shall serve as the proof of particles are cord score.			
1.1.d	Organizational policies and procedures support	d. Patients understand the informed consent process.	_ PATIENT INTERVIEW	_ PATIENT INTERVIEW
	patients' right to informed consent.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
the 2 nd and 3 rd p • 3 out of 3, so t • 2 out of 3 so t • 1 out of 3, so t • 0 out of 3, so t	atients. Count the number of p the evidence score will be <u>3</u> the evidence score will be <u>2</u> the evidence score will be <u>1</u> the evidence score will be <u>0</u>	ents. Put a \underline{V} mark for the patient who was a atients with check marks over the total numb		
Track record sco	ore is <u>n/a</u> .			

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
The proof of per	rformance score will serve as the	e criterion score.		
1.1.e	Organizational policies and procedures support patients' right to informed	e. Children's and other vulnerable patients' rights to consent are defined.	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
	consent.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
Evidence score 6	either <u>0</u> or <u>3</u> .	n policy and procedures supporting achievem	ent of the criterion. Put a \underline{V} mark if comp	pliant and <u>X</u> mark if otherwise.
Determine track	ore shall serve as the proof of p	erformance score.		
Combine proof	of performance + track record to	get criterion score.		
1.2.a	Organizational policies and procedures protect and support patients' rights to	a. Policies and procedures define how patients will be informed of their rights and responsibilities, who will inform them	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
	quality care and their responsibilities in that care.	and how their rights and responsibilities will be supported. CORE	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
	eview, check presence of writte score either $\underline{0}$ or $\underline{3}$.	n policy and procedures supporting achievem	ent of the criterion. Put a <u>√</u> mark if com _l	pliant and \underline{X} mark if otherwise. As this
The evidence sc	ore shall serve as the proof of p	erformance score.		
Determine track	c record score.			
Combine proof	of performance + track record to	o get criterion score.		
1.2.b	Organizational policies and procedures protect and	b. Policies and procedures protect patients' rights.	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
	support patients' rights to quality care and their		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
	responsibilities in that care.		TRACK RECORD:	TRACK RECORD:
	review, check presence of writte score either $\underline{0}$ or $\underline{3}$.	n policy and procedures supporting achiev	ement of the criterion. Put a <u>√</u> mark if co	ompliant and <u>X</u> mark if otherwise. As this
The evidence so	core shall serve as the proof of re	ecord score.		
Determine trac	k record score.			
Combine proof	of performance + track record to	o get criterion score.		
1.2.c	Organizational policies and procedures protect and	c. Policies and procedures support patients' responsibilities.	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
	support patients' rights to quality care and their responsibilities in that		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
	care.		TRACK RECORD:	TRACK RECORD:
	review, check presence of writte score either <u>0</u> or <u>3</u> .	n policy and procedures supporting achiev	ement of the criterion. Put a \underline{V} mark if co	ompliant and <u>X</u> mark if otherwise. As this
The evidence so	core shall serve as the proof of p	erformance score.		
Determine trac	k record score (based on docum	ent review).		
Combine proof	of performance + track record to	o get criterion score.		
1.2.d	Organizational policies and procedures protect and	d. Patients' rights and responsibilities ar communicated in writing.	e _ DOCUMENT REVIEW	_ DOCUMENT REVIEW
	support patients' rights to quality care and their	communicated in writing.	_ PATIENT INTERVIEW	_ PATIENT INTERVIEW
	responsibilities in that care.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
For document i	eview, check presence of writte	I n policy and procedures supporting achiev	rement of the criterion. Put a V mark if co	ompliant and X mark if otherwise. As this

For document review, check presence of written policy and procedures supporting achievement of the criterion. Put a <u>v</u> mark if compliant and <u>x</u> mark if otherwise. As this core, evidence score either <u>0</u> or <u>3</u>.

For patient interview, select at least THREE patients. Put a <u>v</u> mark for the patient who was able to confirm achievement of the criterion and <u>X</u> mark if otherwise. Repeat for the 2nd and 3rd patients. Count the number of patients with check marks over the total number of patients interviewed. Determine evidence score:

• 3 out of 3, so the evidence score will be <u>3</u>

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
• 1 out of 3, so th	e evidence score will be <u>2</u> e evidence score will be <u>1</u> e evidence score will be <u>0</u>			
Combine the scor	es for the 2 evidences to get th	ne proof of performance score.		
Determine track r	record score (based on docume	ent review).		
Combine proof of	f performance + track record to	get criterion score.		
1.3. a	Organizational policies and procedures uphold	a. Informed consent is secured from research participants.	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
(This criterion is applicable only to hospitals	patients' rights during research.	CORE	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
conducting research)			TRACK RECORD:	TRACK RECORD:
Important note: T The evidence scool Determine track r	re will serve as the proof of rec	nly to hospitals conducting research. It shoul cord score ent review)	d not be applicable to facilities not condu	ucting research activities.
	f performance + track record to			
1.3.b	Organizational policies and procedures uphold	b. Research adheres to bioethical principles.	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
(This criterion is applicable only to hospitals conducting	patients' rights during research.	CORE	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
research)			TRACK RECORD:	TRACK RECORD:
	view, check presence of writter erwise. As this core, evidence	n policy and copy of on-going/completed resessore either $\underline{0}$ or $\underline{3}$.	earch work supporting achievement of th	e criterion. Put a <u>v</u> mark if compliant
Important note: T	This specific criterion applies or	nly to hospitals conducting research. It shoul	d not be applicable to facilities not condu	ucting research activities.

	STANDARDS	CRITERIA	HOSPITAL	PHIC
The evidence sco	ore will serve as the proof of re	cord score.		
Determine track	record score			
Combine proof (of performance + track record to	n get criterion score		
combine proore	or performance + track record to	y get enterior score.		
1.3.c (This criterion is	Organizational policies and procedures uphold patients' rights during	c. Ethical clearance is obtained before research protocols are implemented. CORE	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
applicable only to hospitals conducting	research.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
research)			TRACK RECORD:	TRACK RECORD:
	record score (based on docum of performance + track record to	,		
1.4.a				
	The organization educates patients, families or	a. Policies and procedures define how and who will educate patients and	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
		a. Policies and procedures define how	_ DOCUMENT REVIEW PROOF OF PERFORMANCE:	
	patients, families or significant others on how	a. Policies and procedures define how and who will educate patients and families on key issues regarding their	_	_
For document re Evidence score is	patients, families or significant others on how to participate in health care decision making.	a. Policies and procedures define how and who will educate patients and families on key issues regarding their	PROOF OF PERFORMANCE:	_ PROOF OF PERFORMANCE:
Evidence score is	patients, families or significant others on how to participate in health care decision making.	a. Policies and procedures define how and who will educate patients and families on key issues regarding their care. n policy and procedures supporting achiever	PROOF OF PERFORMANCE:	_ PROOF OF PERFORMANCE:
vidence score is	patients, families or significant others on how to participate in health care decision making. eview, check presence of writte s either 0 or 3 . ore shall serve as the proof of p	a. Policies and procedures define how and who will educate patients and families on key issues regarding their care. n policy and procedures supporting achiever	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
1.4.b	The organization educates patients, families or significant others on how to participate in health	implemented.	_ DOCUMENT REVIEW _ PATIENT INTERVIEW	_ DOCUMENT REVIEW _ PATIENT INTERVIEW
	care decision making.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

For document review, check presence of written schedule and educational materials supporting achievement of the criterion. Put a \underline{V} mark if compliant and \underline{X} mark if otherwise. Evidence score is either $\underline{0}$ or $\underline{3}$.

For patient interview, select at least THREE patients. Put a \underline{V} mark for the patient who was able to confirm achievement of the criterion and \underline{X} mark if otherwise. Repeat for the 2^{nd} and 3^{rd} patients. Count the number of patients with check marks over the total number of patients interviewed. Determine evidence score:

- 3 out of 3, so the evidence score will be 3
- 2 out of 3 so the evidence score will be 2
- 1 out of 3, so the evidence score will be 1
- 0 out of 3, so the evidence score will be 0

The evidence score shall serve as the proof of performance score.

Determine track record score (based on patient chart).

Combine proof of performance + track record to get criterion score.

1.4.c	The organization educates patients, families or	c. Staff are trained and evaluated in observing these policies and procedures.	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
	significant others on how to participate in health	osserving these politics and procedures.	_ STAFF INTERVIEW	_ STAFF INTERVIEW
	care decision making.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

For document review, check documentation of training of staff. Put a V mark if compliant and X mark if none. Evidence score is either 0 or 3.

For staff interview, select at least THREE relevant hospital staff. Put a \underline{V} mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and \underline{X} mark if otherwise. Repeat the process for the 2^{nd} and 3^{rd} staff. Count the number of staff with check marks over the total number of patients interviewed. Determine evidence score:

- If 3 out of 3, the evidence score will be 3
- If 2 out of 3, the evidence score will be 2
- If 1 out of 3, the evidence score will be 1
- If 0 out of 3, the evidence score will be 0

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
Combine the so	ores for the 2 evidences to get t	he proof of performance score.		
	k record score (based on docum			
Combine proof	of performance + track record to	o get criterion score.		
1.4.d The organization educates patients, families or		d. Patients and families understand key issues regarding their care.	_ PATIENT INTERVIEW	_ PATIENT INTERVIEW
	significant others on how to participate in health		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
	care decision making.		TRACK RECORD:	TRACK RECORD:
The score of the	the evidence score will be 0 e evidence will serve as the prod d is <u>n/a</u> . rformance score will serve as th			
1.5.a	The organization supports the capacities of patients,	a. Policies and procedures define how patients and their families are involved in	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
	families or significant others to take more pro-	making care decisions.	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
	active roles in health care decision making.		TRACK RECORD:	TRACK RECORD:
For document r score is either <u>0</u>	•	I n policy/procedures supporting achievement	l of the criterion. Put a <u>ଏ</u> mark if compliar	nt and <u>X</u> mark if otherwise. Evidence
The score of the	e evidence will serve as the proc	of of performance score.		
The score of the Determine track	·	of of performance score.		

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
1.5.b	The organization supports the capacities of patients, families or significant others to take more proactive roles in health care decision making.	b. These policies are implemented.	_ PATIENT INTERVIEW PROOF OF PERFORMANCE: TRACK RECORD:	PATIENT INTERVIEW PROOF OF PERFORMANCE: TRACK RECORD:
	· ·			

For patient interview, select at least THREE patients. Put a \underline{V} mark for the patient who was able to confirm achievement of the criterion and \underline{X} mark if otherwise. Repeat for the 2^{nd} and 3^{rd} patients. Count the number of patients with check marks over the total number of patients interviewed. Determine evidence score:

- 3 out of 3, so the evidence score will be 3
- 2 out of 3 so the evidence score will be 2
- 1 out of 3, so the evidence score will be 1
- ullet 0 out of 3, so the evidence score will be $\underline{\mathbf{0}}$

The score of the evidence will serve as the proof of performance score.

The track record is n/a.

The proof of performance score will serve as the criterion score.

1.5.c	The organization supports the capacities of patients,	c. Families and patients are able to participate in every aspect of their care.	_ PATIENT INTERVIEW	_ PATIENT INTERVIEW
	families or significant others to take more pro-		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
	active roles in health care decision making.		TRACK RECORD:	TRACK RECORD:

For patient interview, select at least THREE patients. Put a \underline{V} mark for the patient who was able to confirm achievement of the criterion and \underline{X} mark if otherwise. Repeat for the 2^{nd} and 3^{rd} patients. Count the number of patients with check marks over the total number of patients interviewed. Determine evidence score:

- 3 out of 3, so the evidence score will be 3
- 2 out of 3 so the evidence score will be 2
- 1 out of 3, so the evidence score will be 1
- 0 out of 3, so the evidence score will be **0**

The score of the evidence will serve as the proof of performance score.

The track record is n/a.

The proof of performance score will serve as the criterion score.

1.6.a	The organization addresses	a. Policies and procedures address	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
	patients' needs for	patients' needs for confidentiality,		

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
	confidentiality, privacy, security, psychosocial and	privacy, security, spiritual and psychosocial support and	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
	spiritual support and communication.	communication.	TRACK RECORD:	TRACK RECORD:
For document re Evidence score i		I n policy and procedures supporting achievem	I ent of the criterion. Put a <u>√</u> mark if comp	lliant to all and <u>X</u> mark if otherwise.
The evidence sc	ore shall serve as the proof of p	erformance score.		
Determine track	record score.			
Combine proof	of performance + track record to	o get criterion score.		
1.6.b	The organization addresses patients' needs for	b. The organization provides resources and facilities to implement these policies.	_ STAFF INTERVIEW	_ STAFF INTERVIEW
	confidentiality, privacy, security, psychosocial and spiritual support and	and defined to implement in the political	_ DIRECT OBSERVATION	_ DIRECT OBSERVATION
	communication.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
and <u>X</u> mark if ot	ew, select at least THREE releva herwise. Repeat the process fo	nt hospital staff. Put a \underline{V} mark for the staff w r the 2 nd and 3 rd staff. Count the number of s	hose view is consistent with policy (that taff with check marks over the total num	supports achievement of the criterior ber of patients interviewed. Determin
	ne evidence score will be <u>3</u>			
•	ne evidence score will be <u>2</u> ne evidence score will be 1			
	ne evidence score will be 0			
	vation, check for relevant struct ence score is either <u>0</u> or <u>3</u> .	cural inputs and actual practices of staff confir	ming achievement of criterion. Put a \underline{v} r	nark if compliant and \underline{X} mark if
Combine the sco	ores for the 2 evidences to get t	he proof of performance score.		
The track record	I is <u>n/a</u> .			
The proof of pe	formance score will serve as the	e criterion score.		
1.6.c	The organization addresses patients' needs for	c. Hospital staff members are trained and evaluated in adhering to these policies	_ LEADERSHIP INTERVIEW	_ LEADERSHIP INTERVIEW

STAFF INTERVIEW

STAFF INTERVIEW

confidentiality, privacy,

and procedures.

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
	security, psychosocial and spiritual support and			
	communication.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

For leadership interview, select ONE leader. Put a \underline{V} mark for the leader/manager who was able to discuss and offer examples of how this criterion was achieved and \underline{X} mark if otherwise. Evidence score is either $\mathbf{0}$ or $\mathbf{3}$.

For staff interview, select at least THREE relevant hospital staff. Put a \underline{V} mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and \underline{X} mark if otherwise. Repeat the process for the 2^{nd} and 3^{rd} staff. Count the number of staff with check marks over the total number of patients interviewed. Determine evidence score:

- If 3 out of 3, the evidence score will be 3
- If 2 out of 3, the evidence score will be 2
- If 1 out of 3, the evidence score will be 1
- If 0 out of 3, the evidence score will be **0**

Combine the scores for the 2 evidences to get the proof of performance score.

The track record is n/a.

The proof of performance score will serve as the criterion score.

1.6.d	The organization addresses patients' needs for	d. Services and programs addressing these needs are evaluated and improved.	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
	confidentiality, privacy, security, psychosocial and	these needs are evaluated and improved.	_ STAFF INTERVIEW	_ STAFF INTERVIEW
	spiritual support and communication.		_ DIRECT OBSERVATION	_ DIRECT OBSERVATION
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

For document review, check results of evaluation and corresponding actions taken supporting achievement of the criterion. Put a \underline{V} mark if compliant and \underline{X} mark if otherwise. Evidence score is either \underline{O} or \underline{S} .

For staff interview, select at least THREE relevant hospital staff. Put a \underline{V} mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and \underline{X} mark if otherwise. Repeat the process for the 2^{nd} and 3^{rd} staff. Count the number of staff with check marks over the total number of patients interviewed. Determine evidence score:

- If 3 out of 3, the evidence score will be 3
- If 2 out of 3, the evidence score will be 2
- If 1 out of 3, the evidence score will be 1

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC	
• If 0 out of 3, th	e evidence score will be <u>0</u>				
For direct observ <u>o</u> or <u>3</u> .	ration, check resources and con	ditions supporting this criterion. Put a <u>v</u> chec	k mark if at least one present and \underline{X} mark	if none at all. Evidence score is either	
Determine track	record score (based on docume	ent review).			
Combine proof o	of performance + track record to	get criterion score.			
1.7.a	The organization systematically elicits and acts upon feedback from patients, their families, visitors and communities.	a. Policies and procedures are in place for routinely determining and improving the level of patient satisfaction with all relevant aspects of care AND surveys results are documented and monitored.	_ DOCUMENT REVIEW _ LEADERSHIP AND STAFF INTERVIEW	_ DOCUMENT REVIEW _ LEADERSHIP AND STAFF INTERVIEW	
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:	
			TRACK RECORD:	TRACK RECORD:	
criterion is achie consistent with p check marks ove • If 3 out of 3, th • If 2 out of 3, th • If 1 out of 3, th • If 0 out of 3, th	ved while the hospital staff's vicolicy (that supports achieveme	hader/manager + TWO relevant hospital staff. ew is consistent with policy (that supports act int of the criterion) and X mark if otherwise. Interviewed. Determine evidence score:	hievement of the criterion). Put a \underline{V} mark	for the leader/staff if explanation is	
Determine track	record score (based on docume	ent review).			
Combine proof o	Combine proof of performance + track record to get criterion score.				
1.7.b	The organization systematically elicits and acts upon feedback from patients, their families,	b. Policies and procedures define how and how promptly patients' and visitors' complaints are addressed INCLUDING available training and support for staff	_ DOCUMENT REVIEW _ STAFF INTERVIEW	_ DOCUMENT REVIEW _ STAFF INTERVIEW	
	visitors and communities.	members in resolving patients.' and visitors' complaints.	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:	

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
			TRACK RECORD:	TRACK RECORD:

For document review, check presence of written policy and procedures including related documents supporting achievement of the criterion. Put a <u>v</u> mark if ALL is present and X mark if otherwise. Evidence score is either **0** or **3**.

For staff interview, select at least THREE relevant hospital staff. Put a \underline{V} mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and \underline{X} mark if otherwise. Repeat the process for the 2^{nd} and 3^{rd} staff. Count the number of staff with check marks over the total number of patients interviewed. Determine evidence score:

- If 3 out of 3, the evidence score will be 3
- If 2 out of 3, the evidence score will be 2
- If 1 out of 3, the evidence score will be 1
- If 0 out of 3, the evidence score will be 0

Combine the scores for the 2 evidences to get the proof of performance score.

Determine track record score (based on document review).

Combine proof of performance + track record to get criterion score.

1.7.c	The organization systematically elicits and	c. Patients are informed about how complaints are lodged and addressed.	_ PATIENT INTERVIEW	_ PATIENT INTERVIEW
	acts upon feedback from	complaints are louged and addressed.	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
	patients, their families,		Theor of Felli of the first trees.	- 11001 01 1 E111 0111VII 110E1
	visitors and communities.		TRACK RECORD:	TRACK RECORD:

For patient interview, select at least THREE patients. Put a \underline{V} mark for the patient who was able to confirm achievement of the criterion and \underline{X} mark if otherwise. Repeat for the 2^{nd} and 3^{rd} patients. Count the number of patients with check marks over the total number of patients interviewed. Determine evidence score:

- 3 out of 3, so the evidence score will be 3
- 2 out of 3 so the evidence score will be 2
- 1 out of 3, so the evidence score will be 1
- 0 out of 3, so the evidence score will be 0

The score of the evidence will serve as the proof of performance score.

The track record is n/a.

The proof of performance score will serve as the criterion score.

_ DOCUMENT	The organization	d. Complaints are documented and	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
REVIEW	systematically elicits and	monitored.		
	acts upon feedback from		_ LEADERSHIP AND STAFF	_ LEADERSHIP AND STAFF
_ LEADERSHIP	patients, their families,		INTERVIEW	INTERVIEW

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
AND STAFF INTERVIEW	visitors and communities.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:

For document review, check presence of written complaints and minutes of meeting where the complaint was discussed. Put a <u>v</u> mark if present and <u>x</u> mark if otherwise. Evidence score is either **0** or **3**.

For leadership and staff interview, select ONE leader/manager + TWO relevant hospital staff. The leader/manager should be able to discuss and offer examples of how this criterion is achieved while the hospital staff's view is consistent with policy (that supports achievement of the criterion). Put a \underline{V} mark for the leader/staff if explanation is consistent with policy (that supports achievement of the criterion) and \underline{X} mark if otherwise. Repeat the process for the 2^{nd} and 3^{rd} staff. Count the number of staff with check marks over the total number of patients interviewed. Determine evidence score:

- If 3 out of 3, the evidence score will be 3
- If 2 out of 3, the evidence score will be 2
- If 1 out of 3, the evidence score will be <u>1</u>
- If 0 out of 3, the evidence score will be 0

Combine the scores for the 2 evidences to get the proof of performance score.

Determine track record score (based on document review).

Combine proof of performance + track record to get criterion score.

	_	•		
1.7.e	The organization systematically elicits and	e. Patient satisfaction surveys and complaints are used to design, improve or	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
	acts upon feedback from	modify services.	_ LEADERSHIP AND STAFF	_ LEADERSHIP AND STAFF
	patients, their families, visitors and communities.		INTERVIEW	INTERVIEW
			_ DIRECT OBSERVATION	_ DIRECT OBSERVATION
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

For document review, check presence of minutes of meeting or documented analysis of patient satisfaction results. Put a <u>V</u> mark if present and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.

For leadership and staff interview, select ONE leader/manager + TWO relevant hospital staff. The leader/manager should be able to discuss and offer examples of how this criterion is achieved while the hospital staff's view is consistent with policy (that supports achievement of the criterion). Put a <u>v</u> mark for the leader/staff if explanation is consistent with policy (that supports achievement of the criterion) and X mark if otherwise. Repeat the process for the 2nd and 3rd staff. Count the number of staff with

PROOF OF PERFORMANCE:

TRACK RECORD:

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC	
heck marks ove	er the total number of patients i	nterviewed. Determine evidence score:			
If 3 out of 3, th	ne evidence score will be <u>3</u>				
If 2 out of 3, th	ne evidence score will be <u>2</u>				
If 1 out of 3, the evidence score will be <u>1</u>					
 If 0 out of 3, th 	ne evidence score will be <u>0</u>				
For direct obser <u>0</u> or <u>3</u> .	vation, check resources and con	ditions supporting this criterion. Put a <u>v</u> chec	k mark if at least one present and <u>X</u> mark	k if none at all. Evidence score is either	
Combine the sco	ores for the 3 evidences to get the	ne proof of performance score.			
Determine track	record score (based on docume	ent review).			
Combine proof	of performance + track record to	get criterion score.			
1.8.a	The organization's	a. The organization implements relevant	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW	
	personnel discharge their	codes of professional conduct and other			
	functions according to	statutory standards.	_ LEADERSHIP AND STAFF	_ LEADERSHIP AND STAFF	
	codes of ethical behavior		INTERVIEW	INTERVIEW	
	and other relevant				
	professional and statutory		_ DIRECT OBSERVATION	_ DIRECT OBSERVATION	

For document review, check presence of written policy/procedures and other related documents. Put a \underline{V} mark if all present and \underline{X} mark if otherwise. Evidence score is either $\underline{0}$ or $\underline{3}$.

For leadership and staff interview, select ONE leader/manager + TWO relevant hospital staff. The leader/manager should be able to discuss and offer examples of how this criterion is achieved while the hospital staff's view is consistent with policy (that supports achievement of the criterion). Put a \underline{V} mark for the leader/staff if explanation is consistent with policy (that supports achievement of the criterion) and \underline{X} mark if otherwise. Repeat the process for the 2^{nd} and 3^{rd} staff. Count the number of staff with check marks over the total number of patients interviewed. Determine evidence score:

PROOF OF PERFORMANCE:

TRACK RECORD:

• If 3 out of 3, the evidence score will be 3

standards.

- If 2 out of 3, the evidence score will be 2
- If 1 out of 3, the evidence score will be 1
- If 0 out of 3, the evidence score will be **0**

For direct observation, check actual practices of staff based on hospital policy (that supports achievement of the criterion). Put a <u>v</u> mark if compliant and <u>x</u> mark if otherwise (at least one case of non-compliance). Evidence score is either **0** or **3**.

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
Combine the sco	ores for the 3 evidences to get t	he proof of performance score.		
Determine track	record score (based on docum	ent review).		
Combine proof	of performance + track record to	o get criterion score.		
1.8.b	The organization's personnel discharge their	b. The organization informs its staff about these codes and standards.	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
	functions according to codes of ethical behavior		_ STAFF INTERVIEW	_ STAFF INTERVIEW
	and other relevant professional and statutory		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
	standards.		TRACK RECORD:	TRACK RECORD:
mark if otherwi- evidence score: • If 3 out of 3, th • If 2 out of 3, th • If 1 out of 3, th • If 0 out of 3, th Combine the sco		ent review).		
1.8.c	The organization's personnel discharge their functions according to codes of ethical behavior	c. Staff are evaluated and supported in following these codes and standards.	_ DOCUMENT REVIEW _ STAFF INTERVIEW	_ DOCUMENT REVIEW _ STAFF INTERVIEW
	and other relevant professional and statutory		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
	standards.		TRACK RECORD:	TRACK RECORD:
	l eview, check presence of writte <u>(</u> mark if otherwise. Evidence so	I n policies and procedures including staff performers is either $\underline{0}$ or $\underline{3}$.	I ormance report supporting achievemen	t of the criterion. Put a <u>√</u> mark if

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
mark if otherwis evidence score: • If 3 out of 3, th • If 2 out of 3, th • If 1 out of 3, th		tal staff. Put a \underline{V} mark for the staff whose vi 2^{nd} and 3^{rd} staff. Count the number of staf		
	ores for the 2 evidences to get the record score (based on docume			
Combine proof of performance + track record to get criterion score.				
1.8.d	1.8.d The organization's personnel discharge their functions according to codes of ethical behavior and other relevant professional and statutory standards.	g to grievances. havior	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
			PROOF OF PERFORMANCE: TRACK RECORD:	PROOF OF PERFORMANCE:
otherwise. Evid	ence score is either <u>0</u> or <u>3</u> .	nentation in addressing ethical issues support	ing achievement of the criterion. Put a \underline{V}	mark if compliant and <u>X</u> mark if
Determine track	ore will serve as the proof of per record score.	normance score.		
Combine proof o	of performance + track record to	get criterion score.		
personnel disc functions acco codes of ethic and other rele professional a	The organization's personnel discharge their	e. The organization anticipates and manages ethical dilemmas arising from business relationships.	_DOCUMENT REVIEW	_ DOCUMENT REVIEW
	codes of ethical behavior and other relevant professional and statutory standards.		_ STAFF INTERVIEW _ DIRECT OBSERVATION	_ STAFF INTERVIEW _ DIRECT OBSERVATION
	stalludius.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC

For document review, check presence of written policy and procedures supporting achievement of the criterion. Put a <u>v</u> mark if compliant and <u>x</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.

For staff interview, select at least THREE relevant hospital staff. Put a $\underline{\vee}$ mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and $\underline{\times}$ mark if otherwise. Repeat the process for the 2nd and 3rd staff. Count the number of staff with check marks over the total number of patients interviewed. Determine evidence score:

- If 3 out of 3, the evidence score will be 3
- If 2 out of 3, the evidence score will be 2
- If 1 out of 3, the evidence score will be 1
- If 0 out of 3, the evidence score will be 0

For direct observation, check for relevant structural inputs and actual practices of staff confirming achievement of criterion. Put a \underline{V} mark if at least one is present and \underline{X} mark if none at all. Evidence score is either $\mathbf{0}$ or $\mathbf{3}$.

Combine the scores for the 3 evidences to get the proof of performance score.

Determine track record score (based on document review).

Combine proof of performance + track record to get criterion score.

1.8.f	The organization's personnel discharge their	f. The organization reviews and acts upon the ethical performance of its contracted	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
	functions according to codes of ethical behavior	parties.	_ STAFF INTERVIEW	_ STAFF INTERVIEW
	and other relevant professional and statutory		_ DIRECT OBSERVATION	_ DIRECT OBSERVATION
	standards.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

For document review, check for written policy and procedures supporting achievement of the criterion. Put a \underline{V} mark if present and \underline{X} mark if none at all. Evidence score is either \underline{O} or \underline{S} .

For staff interview, select at least THREE relevant hospital staff. Put a \underline{v} mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and \underline{X} mark if otherwise. Repeat the process for the 2^{nd} and 3^{rd} staff. Count the number of staff with check marks over the total number of patients interviewed. Determine evidence score:

- If 3 out of 3, the evidence score will be 3
- If 2 out of 3, the evidence score will be 2
- If 1 out of 3, the evidence score will be 1
- If 0 out of 3, the evidence score will be <u>0</u>

For direct observation, check for relevant structural inputs and actual practices of staff confirming achievement of criterion. Put a <u>V</u> mark if at least one is present and <u>X</u> mark if none at all. Evidence score is either <u>0</u> or <u>3</u>.

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC		
Combine the sco	Combine the scores for the 3 evidences to get the proof of performance score.					
Determine track	record score (based on docume	ent review).				
Combine proof o	of performance + track record to	get criterion score.				
1.9.a	The organization documents and follows procedures for resolving ethical issues as they arise from patient care.	a. Procedures for resolving ethical issues that arise in the course of providing care are in place.	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: TRACK RECORD:	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: TRACK RECORD:		
X mark if otherw The evidence sco	eview, check presence of written vise. Evidence score is either Q or ore shall serve as the proof of p record score (based on docume	erformance score.	uments supporting achievement of the o	riterion. Put a <u>v</u> mark if compliant and		
Combine proof o	of performance + track record to	get criterion score.				
1.9.b The organization documents and follows procedures for resolving ethical issues as they arise from patient care.	documents and follows procedures for resolving	b. The organization provides resources to guide staff in resolving ethical dilemmas based on sound bioethical principles for.	_ DOCUMENT REVIEW PROOF OF PERFORMANCE:	_ DOCUMENT REVIEW PROOF OF PERFORMANCE:		
			TRACK RECORD:	TRACK RECORD:		
otherwise. Evide The evidence sco Determine track	eview, check presence of official ence score is either 0 or 3 . For eshall serve as the proof of precord score (based on document of performance + track record to	ent review).	l arge in resolving bioethical issues. Put a	<u>V</u> mark if compliant and <u>X</u> mark if		
1.9.c	The organization documents and follows procedures for resolving ethical issues as they arise	c. Staff access bioethical guidance when needed.	_ STAFF INTERVIEW PROOF OF PERFORMANCE:	_ STAFF INTERVIEW PROOF OF PERFORMANCE:		

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
	from patient care.		TRACK RECORD:	TRACK RECORD:

For staff interview, select at least THREE relevant hospital staff. Put a \underline{v} mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and \underline{X} mark if otherwise. Repeat the process for the 2^{nd} and 3^{rd} staff. Count the number of staff with check marks over the total number of patients interviewed. Determine evidence score:

- If 3 out of 3, the evidence score will be 3
- If 2 out of 3, the evidence score will be 2
- If 1 out of 3, the evidence score will be 1
- ullet If 0 out of 3, the evidence score will be $\underline{oldsymbol{0}}$

The evidence score shall serve as the proof of performance score.

The track record is n/a.

The proof of performance score will serve as the criterion score.