1. Patient Rights and Organizational Ethics

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
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. <mark>CORE</mark>	_ CHART REVIEW _ DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ CHART REVIEW _ DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For chart review, select THREE patient charts. Put a <u>v</u> mark for each chart that documents achievement of the criterion and <u>X</u> mark if otherwise. Repeat the evaluation process for the 2nd and 3rd 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 <u>v</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either **0** or **3**.

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 **0** or **3**.

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
1.1.b	Organizational policies and procedures support patients' right to informed consent.	b. Policies and procedures define when and how informed consent is obtained.	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ 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 **0** or **3**.

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

Determine track record score.

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
		Combine proof of performance + track record to 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 PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ CHART REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For chart review, select THREE patient charts. Put a v̲ mark for each chart that documents achievement of the criterion and X̲ mark if otherwise. Repeat the evaluation process for the 2nd and 3rd charts. Count the number of charts with compliance over the total number of charts reviewed. 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.

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

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
1.1.d	Organizational policies and procedures support patients' right to informed consent.	d. Patients understand the informed consent process.	_ PATIENT INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ PATIENT INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For patient interview, select at least THREE patients. Put a v̲ mark for the patient who was able to confirm achievement of the criterion and X̲ 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. Evidence score is:
• 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**

Track record score is **n/a**.

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
	The proof of performance score will serve as the criterion score.			
1.1.e	Organizational policies and procedures support patients' right to informed consent.	e. Children's and other vulnerable patients' rights to consent are defined.	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
	For document review, check presence of written policy and procedures supporting achievement of the criterion. Put a v mark if compliant and X mark if otherwise. Evidence score either **0** or **3**. The evidence score shall serve as the proof of performance score. Determine track record score. Combine proof of performance + track record to get criterion score.			
1.2.a	Organizational policies and procedures protect and support patients' rights to quality care and their responsibilities in that care.	a. Policies and procedures define how patients will be informed of their rights and responsibilities, who will inform them and how their rights and responsibilities will be supported. CORE	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
	For document review, check presence of written policy and procedures supporting achievement of the criterion. Put a v mark if compliant and X mark if otherwise. As this core, evidence score either **0** or **3**. The evidence score shall serve as the proof of performance score. Determine track record score. Combine proof of performance + track record to get criterion score.			
1.2.b	Organizational policies and procedures protect and support patients' rights to quality care and their	b. Policies and procedures protect patients' rights.	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
	responsibilities in that care.		TRACK RECORD: _____	TRACK RECORD: _____

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

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

Determine track record score.

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

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
1.2.c	Organizational policies and procedures protect and support patients' rights to quality care and their responsibilities in that care.	c. Policies and procedures support patients' responsibilities.	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

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

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

Determine track record score (based on document review).

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

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
1.2.d	Organizational policies and procedures protect and support patients' rights to quality care and their responsibilities in that care.	d. Patients' rights and responsibilities are communicated in writing.	_ DOCUMENT REVIEW _ PATIENT INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW _ PATIENT INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

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

For patient interview, select at least THREE patients. Put a v mark for the patient who was able to confirm achievement of the criterion and X 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 **3**

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
	• 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** 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.			
1.3.a (This criterion is applicable only to hospitals conducting research)	Organizational policies and procedures uphold patients' rights during research.	a. Informed consent is secured from research participants. CORE	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
	For document review, check presence of written policy and procedures including informed consent forms 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 **0** or **3**. Important note: This specific criterion applies only to hospitals conducting research. It should not be applicable to facilities not conducting research activities. The evidence score will serve as the proof of record score Determine track record score (based on document review) Combine proof of performance + track record to get criterion score.			
1.3.b (This criterion is applicable only to hospitals conducting research)	Organizational policies and procedures uphold patients' rights during research.	b. Research adheres to bioethical principles. CORE	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
	For document review, check presence of written policy and copy of on-going/completed research work 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 **0** or **3**. Important note: This specific criterion applies only to hospitals conducting research. It should not be applicable to facilities not conducting research activities.			

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
The evidence score will serve as the proof of record score. Determine track record score Combine proof of performance + track record to get criterion score.				
1.3.c (This criterion is applicable only to hospitals conducting research)	Organizational policies and procedures uphold patients' rights during research.	c. Ethical clearance is obtained before research protocols are implemented. CORE	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
For document review, check a completed research work supporting achievement of the criterion. Put a v̲ mark if compliant and X̲ mark if otherwise. As this core, evidence score either **0** or **3**. Important note: This specific criterion applies only to hospitals conducting research. It should not be applicable to facilities not conducting research activities. The evidence score shall serve as the proof of performance score. Determine track record score (based on document review) Combine proof of performance + track record to get criterion score.				
1.4.a	The organization educates 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.	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
For document review, check presence of written policy and procedures supporting achievement of the criterion. Put a v̲ mark if compliant and X̲ mark if otherwise. Evidence score is either **0** or **3**. The evidence score shall serve as the proof of performance score. Determine track record score. Combine proof of performance + track record to get criterion score.				

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

For document review, check presence of written schedule and educational materials supporting achievement of the criterion. Put a v mark if compliant and X mark if otherwise. Evidence score is either **0** or **3**.

For patient interview, select at least THREE patients. Put a v mark for the patient who was able to confirm achievement of the criterion and X 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 **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.

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
1.4.c	The organization educates patients, families or significant others on how to participate in health care decision making.	c. Staff are trained and evaluated in observing these policies and procedures.	_ DOCUMENT REVIEW _ STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW _ STAFF INTERVIEW PROOF OF PERFORMANCE: _____ 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 v mark for the staff whose view 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 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 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.

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
1.4.d	The organization educates patients, families or significant others on how to participate in health care decision making.	d. Patients and families understand key issues regarding their care.	_ PATIENT INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ PATIENT INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

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 **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 <u>n/a</u>.

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

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
1.5.a	The organization supports the capacities of patients, families or significant others to take more pro-active roles in health care decision making.	a. Policies and procedures define how patients and their families are involved in making care decisions.	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For document review, check presence of written policy/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 **0** or **3**.

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

Determine track record score.

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

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
1.5.b	The organization supports the capacities of patients, families or significant others to take more pro-active 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 <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 **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 <u>n/a</u>.

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

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

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 **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 <u>n/a</u>.

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

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
1.6.a	The organization addresses patients' needs for	a. Policies and procedures address patients' needs for confidentiality,	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW

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

For document review, check presence of written policy and procedures supporting achievement of the criterion. Put a v mark if compliant to all and X mark if otherwise. Evidence score is either **0** or **3**.

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

Determine track record score.

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

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
1.6.b	The organization addresses patients' needs for confidentiality, privacy, security, psychosocial and spiritual support and communication.	b. The organization provides resources and facilities to implement these policies.	_ STAFF INTERVIEW _ DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ STAFF INTERVIEW _ DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For staff interview, select at least THREE relevant hospital staff. Put a v mark for the staff whose view 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 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 v mark if compliant and X mark if otherwise. Evidence score is either **0** or **3**.

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.

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
1.6.c	The organization addresses patients' needs for confidentiality, privacy,	c. Hospital staff members are trained and evaluated in adhering to these policies and procedures.	_ LEADERSHIP INTERVIEW _ STAFF INTERVIEW	_ LEADERSHIP INTERVIEW _ STAFF INTERVIEW

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

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

For staff interview, select at least THREE relevant hospital staff. Put a v mark for the staff whose view 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 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.

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

For document review, check results of evaluation and corresponding actions taken supporting achievement of the criterion. Put a v mark if compliant and X mark if otherwise. Evidence score is either **0** or **3**.

For staff interview, select at least THREE relevant hospital staff. Put a v mark for the staff whose view 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 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, the evidence score will be **0**

For direct observation, check resources and conditions supporting this criterion. Put a <u>v</u> check mark if at least one present and <u>X</u> mark if none at all. Evidence score is either **0** or **3**.

Determine track record score (based on document review).

Combine proof 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

PROOF OF PERFORMANCE: _____

TRACK RECORD: _____ | _ DOCUMENT REVIEW

_ LEADERSHIP AND STAFF INTERVIEW

PROOF OF PERFORMANCE: _____

TRACK RECORD: _____ |

For document review, check presence of written policy and procedures including survey results supporting achievement of the criterion. Put a <u>v</u> mark if ALL is present and <u>X</u> mark if none at all. 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 <u>v</u> mark for the leader/staff if explanation is consistent with policy (that supports achievement of the criterion) and <u>X</u> 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**

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.b | The organization systematically elicits and acts upon feedback from patients, their families, visitors and communities. | b. Policies and procedures define how and how promptly patients' and visitors' complaints are addressed INCLUDING available training and support for staff members in resolving patients.' and visitors' complaints. | _ DOCUMENT REVIEW

_ STAFF INTERVIEW

PROOF OF PERFORMANCE: _____ | _ DOCUMENT REVIEW

_ STAFF INTERVIEW

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 v̱ mark if ALL is present and X̱ mark if otherwise. Evidence score is either **0** or **3**.

For staff interview, select at least THREE relevant hospital staff. Put a v̱ mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and X̱ 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**

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 acts upon feedback from patients, their families, visitors and communities. | c. Patients are informed about how complaints are lodged and addressed. | _ PATIENT INTERVIEW

PROOF OF PERFORMANCE: _____

TRACK RECORD: _____ | _ PATIENT INTERVIEW

PROOF OF PERFORMANCE: _____

TRACK RECORD: _____ |

For patient interview, select at least THREE patients. Put a v̱ mark for the patient who was able to confirm achievement of the criterion and X̱ 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 **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 REVIEW

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

_ LEADERSHIP AND STAFF INTERVIEW | _ DOCUMENT REVIEW

_ LEADERSHIP AND STAFF INTERVIEW |

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

For document review, check presence of written complaints and minutes of meeting where the complaint was discussed. Put a v mark if present and X 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 v 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 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.

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
1.7.e	The organization systematically elicits and acts upon feedback from patients, their families, visitors and communities.	e. Patient satisfaction surveys and complaints are used to design, improve or modify services.	_ DOCUMENT REVIEW _ LEADERSHIP AND STAFF INTERVIEW _ DIRECT OBSERVATION	_ DOCUMENT REVIEW _ LEADERSHIP AND STAFF INTERVIEW _ 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 v mark if present and X 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 v 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

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
		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 resources and conditions supporting this criterion. Put a <u>v</u> check mark if at least one present and <u>X</u> mark if none at all. Evidence score is either **0** or **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.		

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
1.8.a	The organization's personnel discharge their functions according to codes of ethical behavior and other relevant professional and statutory standards.	a. The organization implements relevant codes of professional conduct and other statutory standards.	_ DOCUMENT REVIEW _ LEADERSHIP AND STAFF INTERVIEW _ DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW _ LEADERSHIP AND STAFF INTERVIEW _ DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

For document review, check presence of written policy/procedures and other related documents. Put a <u>v</u> mark if all 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 <u>v</u> mark for the leader/staff if explanation is consistent with policy (that supports achievement of the criterion) and <u>X</u> 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 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 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.b	The organization's personnel discharge their functions according to codes of ethical behavior and other relevant professional and statutory standards.	b. The organization informs its staff about these codes and standards.	_ DOCUMENT REVIEW _ STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW _ STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
For document review, check presence of written documents supporting achievement of the criterion. Put a <u>v</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either **0** or **3**. For staff interview, select at least THREE hospital staff. Put a <u>v</u> mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and <u>X</u> 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** 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.				
1.8.c	The organization's personnel discharge their functions according to codes of ethical behavior and other relevant professional and statutory standards.	c. Staff are evaluated and supported in following these codes and standards.	_ DOCUMENT REVIEW _ STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW _ STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
For document review, check presence of written policies and procedures including staff performance report supporting achievement of the criterion. Put a <u>v</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either **0** or **3**.				

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
For staff interview, select at least THREE hospital staff. Put a v mark for the staff whose view 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 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.				
1.8.d	The organization's personnel discharge their functions according to codes of ethical behavior and other relevant professional and statutory standards.	d. Staff members can call attention to ethical issues and seek redress of their grievances.	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
For document review, check presence of documentation in addressing ethical issues supporting achievement of the criterion. Put a v mark if compliant and X mark if otherwise. Evidence score is either **0** or **3**. The evidence score will serve as the proof of performance score. Determine track record score. Combine proof of performance + track record to get criterion score.				
1.8.e	The organization's personnel discharge their functions according to codes of ethical behavior and other relevant professional and statutory standards.	e. The organization anticipates and manages ethical dilemmas arising from business relationships.	_DOCUMENT REVIEW _ STAFF INTERVIEW _ DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW _ STAFF INTERVIEW _ DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ 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 <u>v</u> mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and <u>X</u> 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 <u>**3**</u> • If 2 out of 3, the 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, 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>. 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 functions according to codes of ethical behavior and other relevant professional and statutory standards.	f. The organization reviews and acts upon the ethical performance of its contracted parties.	_ DOCUMENT REVIEW _ STAFF INTERVIEW _ DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW _ STAFF INTERVIEW _ DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
For document review, check for written policy and procedures supporting achievement of the criterion. Put a <u>v</u> mark if present and <u>X</u> mark if none at all. Evidence score is either <u>**0**</u> or <u>**3**</u>. For staff interview, select at least THREE relevant hospital staff. Put a <u>v</u> mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and <u>X</u> 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 <u>**3**</u> • If 2 out of 3, the 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, 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>.				

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CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
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.				
1.9.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: _____
For document review, check presence of written policy and procedures including related documents supporting achievement of the criterion. Put a v mark if compliant and X mark if otherwise. Evidence score is either **0** or **3**. The evidence score shall serve as the proof of performance score. Determine track record score (based on document review). Combine proof 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.	b. The organization provides resources to guide staff in resolving ethical dilemmas based on sound bioethical principles for.	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
For document review, check presence of official designation or appointment of person-in-charge in resolving bioethical issues. Put a v mark if compliant and X mark if otherwise. Evidence score is either **0** or **3**. The evidence score shall serve as the proof of performance score. Determine track record score (based on document review). Combine proof of performance + track record to get criterion score.				
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 v mark for the staff whose view 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 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**

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.