5. Care Planning and Care Delivery

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
5.1.a	The care that is delivered to each patient is planned and integrated.	a. The care for each patient is planned by the healthcare team members within 24 hours from admission.	_ CHART REVIEW	_ CHART REVIEW
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

Select THREE patient charts. Each patient chart should be able to document achievement of this criterion. Put a \underline{V} mark for each chart if compliant 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, then get 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 will 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.

5.1.b	The care that is delivered to each	b. The healthcare team members integrate	_ CHART REVIEW	_ CHART REVIEW
	patient is planned and integrated.	their assessments in developing the care plan.	_ STAFF INTERVIEW	_ STAFF INTERVIEW
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

Select THREE patient charts. Each patient chart should be able to document achievement of this criterion. Put a \underline{V} mark for each chart if compliant 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, then get 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 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, and then get 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 th	Combine the scores for the 2 evidences to get the proof of performance score.					
Track record	d is <u>n/a</u> .					
The proof o	f performance score will serve as the crite	erion score.				
5.1.c	The care that is delivered to each patient is planned and integrated.	c. The care plan is revised and updated according to patient's condition or response to care.	_ CHART REVIEW _ STAFF INTERVIEW	_ CHART REVIEW _ STAFF INTERVIEW		
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:		
			TRACK RECORD:	TRACK RECORD:		
• If 3 out of • If 2 out of • If 1 out of • If 0 out of For staff int Repeat the • If 3 out of • If 2 out of • If 0 out of Combine th	3, the evidence score will be 3/2 3, the evidence score will be 2/2 3, the evidence score will be 1/2 3, the evidence score will be 0/2 erview, select at least THREE relevant ho process for the 2 nd and 3 rd staff. Count th 3, the evidence score will be 3/2 3, the evidence score will be 2/2 3, the evidence score will be 1/2 3, the evidence score will be 0/2 e scores for the 2 evidences to get the pro-	e number of staff with check marks over the to		ievement of the criterion) and \underline{X} mark if otherwise. et evidence score:		
5.2.a	The care plan addresses patients relevant clinical and psychosocial needs	a. The care plan is based on the patient's clinical needs.	_ CHART REVIEW	_ CHART REVIEW		
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:		
			TRACK RECORD:	TRACK RECORD:		
process for	elect THREE patient charts. Each patient chart should be able to document achievement of this criterion. Put a <u>v</u> mark for each chart if compliant and <u>x</u> mark if otherwise. Repeat the evaluation rocess for the 2 nd and 3 rd charts. Count the number of charts with compliance over the total number of charts reviewed, then get evidence score: If 3 out of 3, the evidence score will be <u>3</u>					

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
• If 1 out of	3, the evidence score will be <u>2</u> 3, the evidence score will be <u>1</u> 3, the evidence score will be <u>0</u>			
The evidenc	e score will serve as the proof of perform	ance score.		
Determine t	rack record score (based on patient chart)).		
Combine pro	oof of performance + track record to get o	riterion score.		
5.2.b	The care plan addresses patients relevant clinical and psychosocial needs	b. The care plan is based on the patient's psychosocial needs.	_ CHART REVIEW	_ CHART REVIEW
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
process for t If 3 out of If 2 out of If 1 out of If 0 out of The evidence Determine t	the 2 nd and 3 rd charts. Count the number 3, the evidence score will be 3/2, the evidence score will be 2/2, the evidence score will be 1/2, the evidence s	of charts with compliance over the total number ance score.). riterion score.	erion. Put a <u>v</u> mark for each chart if compliant a er of charts reviewed, then get evidence score:	
5.2.c	The care plan addresses patients relevant clinical and psychosocial needs	 c. The plan includes interventions to be implemented and clinical outcomes to be achieved within specific time frames. 	_ CHART REVIEW	_ CHART REVIEW
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
one missing.If 3 out ofIf 2 out ofIf 1 out of	view, select at least THREE patient charts. Repeat the evaluation process for the 2 rd 3, the evidence score will be 3 3, the evidence score will be 2 3, the evidence score will be 1 3, the evidence score will be 1 3, the evidence score will be 0	Each patient chart should be checked for achie and 3 rd charts. Count the number of charts w	evement of this criterion. Put a \underline{V} mark for each with compliance over the total number of charts	chart if compliant and \underline{X} mark if there is at least reviewed, then get evidence score:

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

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC		
Determine t	Determine track record score (based on patient chart).					
Combine pr	Combine proof of performance + track record to get criterion score.					
5.3.a	The care plan is consistent with	a. The care plan is consistent with best	_ CHART REVIEW	_ CHART REVIEW		
	scientific evidence, professional standards, and patient's values,	available scientific evidence.				
	medico-legal and statutory requirements.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:		
			TRACK RECORD:	TRACK RECORD:		
• If 1 out of • If 0 out of The evidence Determine to	f 3, the evidence score will be 2 f 3, the evidence score will be 1 f 3, the evidence score will be 0 f 5 g 5 g 5 g 5 g 5 g 5 g 5 g 5 g 5 g 5	:).				
5.3.b	The care plan is consistent with scientific evidence, professional standards, and patient's values,	b. The care plan complies with professional standards, medico-legal and statutory requirements.	_ CHART REVIEW	_ CHART REVIEW		
	medico-legal and statutory requirements.	requirements.	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:		
			TRACK RECORD:	TRACK RECORD:		
process for • If 3 out of • If 2 out of • If 1 out of • If 0 out of						

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

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
5.3.c	The care plan is consistent with scientific evidence, professional standards, and patient's values, medico-legal and statutory requirements.	c. Patients' values and preferences are considered in developing care plans.	_ STAFF INTERVIEW _ PATIENT INTERVIEW	_ STAFF INTERVIEW _ PATIENT INTERVIEW
	requirements.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:

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, and then get 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 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 the process for the 2^{nd} and 3^{rd} patients. Count the number of patients with check marks over the total number of patients interviewed, and then get 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.

Track record is n/a.

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

5.4.a	The organization ensures that	a. Medical care plans are documented in	_ CHART REVIEW	_ CHART REVIEW
	information about the patient's	the patient chart.		
	proposed care is clear and readily			
	accessible to designated		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
	multidisciplinary health care			
	providers and other relevant persons.		TRACK RECORD:	TRACK RECORD:

Select THREE patient charts. Each patient chart should be able to document achievement of this criterion. Put a \underline{V} mark for each chart if compliant 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, then get 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 will serve as the proof of performance score.

Determine track record score (based on patient chart).

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
Combine pr	oof of performance + track record to get	criterion score.		
5.4.b	information about the patient's pro	b. Nursing care and other health care professionals' care plans are documented in the patient chart	_ CHART REVIEW	_ CHART REVIEW
	accessible to designated multidisciplinary health care		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
	providers and other relevant persons.		TRACK RECORD:	TRACK RECORD:
• If 1 out of • If 0 out of The evidence	3, the evidence score will be 2 3, the evidence score will be 1 3, the evidence score will be 0 ce score will serve as the proof of perform track record score (based on patient chart roof of performance + track record to get of the core is delivered in a coordinated).	CHART REVIEW	CHART REVIEW
	manner, according to care plans.	assumes primary responsibility for prioritizing, implementing, documenting and coordinating care for the patient.	_ STAFF INTERVIEW	_ STAFF INTERVIEW
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

Select THREE patient charts. Each patient chart should be able to document achievement of this criterion. Put a \underline{V} mark for each chart if compliant 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, then get 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 $\overline{\underline{\mathbf{0}}}$

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, and then get evidence score:

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC		
• If 2 out of • If 1 out of	• 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 th	Combine the scores for the 2 evidences to get the proof of performance score.					
Determine t	Determine track record score (based on patient chart).					
Combine pr	Combine proof of performance + track record to get criterion score.					
5.5.b	Care is delivered in a coordinated manner, according to care plans.	b. The healthcare team coordinates care across care settings, departments and	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW		
		services of the hospital.	_ STAFF INTERVIEW	_ STAFF INTERVIEW		
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:		
			TRACK RECORD:	TRACK RECORD:		
Repeat the If 3 out of If 2 out of If 1 out of	For document review, check documentation of activities showing 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> . 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 2 nd and 3 rd staff. Count the number of staff with check marks over the total number of patients interviewed, and then get 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>1</u> • If 0 out of 3, the evidence score will be <u>0</u>					
Combine th	e scores for the 2 evidences to get the pro	oof of performance score.				
Determine t	track record score (based on document re	view).				
Combine pr	oof of performance + track record to get	criterion score.				
5.5.c	Care is delivered in a coordinated manner, according to care plans.	c. The healthcare team members integrate care by communicating their assessments	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW		
		and planned interventions with each other.	_ STAFF INTERVIEW	_ STAFF INTERVIEW		
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:		
			TRACK RECORD:	TRACK RECORD:		
	For document review, check presence of any of the cited documents in the criterion including prescribed elements. 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> .					

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.

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
 If 3 out of If 2 out of If 1 out of	process for the 2^{nd} and 3^{rd} staff. Count the 3, the evidence score will be $\frac{3}{2}$ 3, the evidence score will be $\frac{2}{2}$ 3, the evidence score will be $\frac{1}{2}$ 3, the evidence score will be $\frac{1}{2}$	e number of staff with check marks over the tol	tal number of patients interviewed, and then ge	t evidence score:
Combine the	e scores for the 2 evidences to get the pro	oof of performance score.		
Determine t	rack record score (based on document re	view).		
Combine pro	oof of performance + track record to get o	criterion score.		
5.5.d	Care is delivered in a coordinated manner, according to care plans.	d. Care coordination and integration is apparent to patients and their families.	_ PATIENT INTERVIEW	_ PATIENT INTERVIEW
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
• 2 out of 3 • 1 out of 3, • 0 out of 3,	so the evidence score will be <u>3</u> so the evidence score will be <u>2</u> so the evidence score will be <u>1</u> so the evidence score will be <u>0</u> The evidence will serve as the proof of percord is <u>n/a</u> .	erformance score.		
The proof of	performance score will serve as the crite	rion score.		
5.6.a	Care is delivered in a timely, safe and appropriate manner, according to care plans.	a. The planned care is implemented within established time intervals and depending on the urgency of the patient's medical	_ CHART REVIEW	_ CHART REVIEW
	·	need.	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
If 3 out ofIf 2 out ofIf 1 out of	E patient charts. Each patient chart should the 2^{nd} and 3^{rd} charts. Count the number 3, the evidence score will be $\underline{3}$ 3, the evidence score will be $\underline{2}$ 3, the evidence score will be $\underline{1}$ 3, the evidence score will be $\underline{0}$	d be able to document achievement of this crite of charts with compliance over the total number	erion. Put a <u>v</u> mark for each chart if compliant a er of charts reviewed, then get evidence score:	and \underline{X} mark if otherwise. Repeat the evaluation

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
The evidence	e score will serve as the proof of perform	ance score.		
Determine t	crack record score (based on patient chart).		
Combine pr	oof of performance + track record to get o	riterion score.		
5.6.b	Care is delivered in a timely, safe and appropriate manner, according to care plans.	b. Treatments are implemented by qualified individuals.	_ CHART REVIEW	_ CHART REVIEW
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
process for If 3 out of If 2 out of If 1 out of If 0 out of The evidence Determine to	the 2 nd and 3 rd charts. Count the number 3, the evidence score will be <u>3</u> 3, the evidence score will be <u>2</u> 3, the evidence score will be <u>1</u> 3, the evidence score will be <u>0</u> as score will serve as the proof of perform track record score (based on patient chart coof of performance + track record to get of	of charts with compliance over the total number ance score.	erion. Put a <u>V</u> mark for each chart if compliant a er of charts reviewed, then get evidence score:	
5.6.c	Care is delivered in a timely, safe and	c. Referrals to other specialties are made	CHART REVIEW	CHART REVIEW
5.0.0	appropriate manner, according to care plans.	according to established pathways, guidelines or practice standards.	_ STAFF INTERVIEW	_ STAFF INTERVIEW
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
process for a lift of a li	the 2 nd and 3 rd charts. Count the number 3, the evidence score will be <u>3</u> 3, the evidence score will be <u>2</u> 3, the evidence score will be <u>1</u> 3, the evidence score will be <u>0</u> erview, select at least THREE relevant hos	of charts with compliance over the total number of charts with compliance over the total number of charts with a very constant of the staff. Put a very mark for the staff whose vi		evement of the criterion) and \underline{X} mark if otherwise.

• If 1 out of 3, the evidence score will be $\underline{\mathbf{1}}$

Combine the sco Determine track Combine proof of 5.6.d Ca ap	he evidence score will be 0 ores for the 2 evidences to get the proc k record score (based on patient chart). of performance + track record to get cr are is delivered in a timely, safe and opropriate manner, according to are plans.	·	_ CHART REVIEW STAFF INTERVIEW	_ CHART REVIEW
Determine track Combine proof of 5.6.d Ca ap	k record score (based on patient chart). of performance + track record to get crare is delivered in a timely, safe and opropriate manner, according to	titerion score. d. Results of referrals are communicated to relevant members of the health care team		_ CHART REVIEW
Combine proof of 5.6.d Ca	of performance + track record to get cr are is delivered in a timely, safe and opropriate manner, according to	d. Results of referrals are communicated to relevant members of the health care team		_ CHART REVIEW
5.6.d Ca ap	are is delivered in a timely, safe and oppropriate manner, according to	d. Results of referrals are communicated to relevant members of the health care team		_ CHART REVIEW
ар	opropriate manner, according to	relevant members of the health care team		_ CHART REVIEW
			STAEL INITEDI/IE/A/	
			_ STATE INTERVIEW	_ STAFF INTERVIEW
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
 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 staff interview, select at least THREE relevant hospital staff. Put a ½ mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and ½ 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, and then get 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 patient chart). Combine proof of performance + track record to get criterion score.				
ha pro	ne organization ensures that andling of food and other nutritional roducts are consistent with patient	a. Food preparation, handling, storage and distribution comply with applicable local and national standards, laws, and	_ DOCUMENT REVIEW _ STAFF INTERVIEW	_ DOCUMENT REVIEW _ STAFF INTERVIEW
	eeds, safety standards and statutory equirements.	regulations.	_ DIRECT OBSERVATION	_ DIRECT OBSERVATION
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

CODE	CTANDADDC	CRITERIA	HOSPITAL	DILLE	
CODE	STANDARDS	CRITERIA		PHIC	
For docume or <u>3</u> .	For document review, check documentation of activities supporting achievement of the criterion. Put a <u>v</u> mark if compliant to all and <u>X</u> mark if there is at least one missing. Evidence score is either <u>o</u> or <u>3</u> .				
Count the nIf 3 out ofIf 2 out ofIf 1 out of		ff. Put a \underline{V} if the staff's explanation supports a total number of staff interviewed. Get evidence		erwise. Repeat the process for the 2 nd and 3 rd staff.	
For direct of or <u>3</u> .	bservation, check physical resources and o	conditions/actual practices supporting achiever	ment of the criterion. Put a \underline{V} mark if compliant	and \underline{X} mark if otherwise. Evidence score is either $\underline{0}$	
Combine th	e scores for the 3 evidences to get the pro	oof of performance score.			
Determine t	track record score (based on document re	view).			
Combine pr	oof of performance + track record to get o	criterion score.			
5.7.b	The organization ensures that	ent	_ STAFF INTERVIEW	_ STAFF INTERVIEW	
	handling of food and other nutritional products are consistent with patient needs, safety standards and statutory		_ DIRECT OBSERVATION	_ DIRECT OBSERVATION	
	requirements.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:	
			TRACK RECORD:	TRACK RECORD:	
Repeat the If 3 out of If 2 out of If 1 out of	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 2 nd and 3 rd staff. Count the number of staff with check marks over the total number of patients interviewed, and then get 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>1</u> • If 0 out of 3, the evidence score will be <u>0</u>				
For direct observation, check physical resources and conditions/actual practices 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>o</u> or <u>3</u> .					
Combine the scores for the 2 evidences to get the proof of performance score.					
Track record is <u>n/a.</u>					
The proof of performance score will serve as the criterion score.					
5.8.a	The care of high-risk patients follows	a. The care of emergency patients follows	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW	
	policies and procedures.	policies and procedures.	_ STAFF INTERVIEW	_ STAFF INTERVIEW	

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
			_ DIRECT OBSERVATION	_ DIRECT OBSERVATION
			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>.

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, and then get 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 physical resources and conditions/actual practices 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>.

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.

5.8.b	The care of high-risk patients follows policies and procedures.	b. Resuscitation follows policies and procedures.	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
	policies and procedures.	procedures.	_ CHART REVIEW	_ CHART REVIEW
			_ DIRECT OBSERVATION	_ STAFF INTERVIEW
			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 V mark if compliant and X mark if otherwise. Evidence score is either 0 or 3.

For chart review, select at least ONE patient chart. Check patient chart documenting 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 \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, and then get 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 3 evidences to get the proof of performance score.				
Determine	track record score (based on document or	r patient chart, whichever is oldest).		
	·			
Combine pr	roof of performance + track record to get	criterion score.		
5.8.c	The care of high-risk patients follows policies and procedures.	c. The handling, use, and administration of blood and blood products follow policies	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
		and procedures.	_ CHART REVIEW	_ CHART REVIEW
			_ STAFF INTERVIEW	_ STAFF INTERVIEW
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
For docume or <u>3</u> .	ent review, check written policies and pro	cedures for presence of prescribed elements. I	Put a \underline{V} mark if compliant to all and \underline{X} mark if the	re is at least one missing. Evidence score is either $\underline{0}$
Repeat the • If 3 out of • If 2 out of • If 1 out of			view is consistent with policy (that supports ach otal number of patients interviewed, and then g	nievement of the criterion) and \underline{X} mark if otherwise. Let evidence score:
Combine th	ne scores for the 3 evidences to get the pro	oof of performance score.		
Determine	track record score (based on document or	r patient chart, whichever is oldest).		
Combine pr	roof of performance + track record to get	criterion score.		
5.8.d	The care of high-risk patients follows	d. The care of patients on life support	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
	policies and procedures.	follows policies and procedures.	_ CHART REVIEW	_ CHART REVIEW
			_ STAFF INTERVIEW	_ STAFF INTERVIEW
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:
For docume	ent review, check presence of written poli	cies and procedures. Put a <u>v</u> mark if compliant	to all and X mark if there is at least one missing	Evidence score is either <u>0</u> or <u>3</u> .

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC	
For staff into Repeat the p • If 3 out of • If 2 out of • If 1 out of • If 0 out of Combine the	For chart review, select at least ONE patient chart. Check patient chart documenting 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 2 nd and 3 rd staff. Count the number of staff with check marks over the total number of patients interviewed, and then get evidence score: • If 3 out of 3, the evidence score will be <u>3</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> Combine the scores for the 3 evidences to get the proof of performance score. Determine track record score (based on document or patient chart, whichever is oldest).				
Combine pro	oof of performance + track record to get o	criterion score.			
5.8.e	The care of high-risk patients follows policies and procedures.	e. The care of patients with communicable diseases follows policies and procedures.	_ DOCUMENT REVIEW _ STAFF INTERVIEW _ DIRECT OBSERVATION	_ DOCUMENT REVIEW _ STAFF INTERVIEW _ DIRECT OBSERVATION	
			PROOF OF PERFORMANCE: TRACK RECORD:	PROOF OF PERFORMANCE: TRACK RECORD:	
For docume	 ent review, check presence of written polic	 cies and procedures supporting achievement of			
For staff into Repeat the p • If 3 out of • If 2 out of • If 1 out of	For document review, check presence of written policies 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 2 nd and 3 rd staff. Count the number of staff with check marks over the total number of patients interviewed, and then get 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>1</u> • If 0 out of 3, the evidence score will be <u>0</u>				
	For direct observation, check physical resources and conditions/actual staff practices 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 $\underline{3}$.				
Combine the	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.					
5.8.f	The care of high-risk patients follows policies and procedures.	f. The care of patients on dialysis follows policies and procedures.	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW	

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
			_ STAFF INTERVIEW	_ STAFF INTERVIEW
			_ DIRECT OBSERVATION	_ DIRECT OBSERVATION
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

For document review, check presence of written policies 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, and then get 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 physical resources and conditions supporting achievement of this criterion. Put a V mark if compliant and X mark if otherwise. 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.

5.8.g	The care of high-risk patients follows policies and procedures.	g. The care of patients on restraint follows policies and procedures.	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
	policies and procedures.	policies and procedures.	_ STAFF INTERVIEW	_ STAFF INTERVIEW
			_ DIRECT OBSERVATION	_ DIRECT OBSERVATION
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

For document review, check presence of written policies 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{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, and then get evidence score:

- If 3 out of 3, the evidence score will be $\underline{\mathbf{3}}$
- 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 physical resources and conditions 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>.

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC	
Combine th	Combine the scores for the 3 evidences to get the proof of performance score.				
Determine	track record score (based on document re	view).			
Combine pr	roof of performance + track record to get o	criterion score.			
5.8.h	The care of high-risk patients follows policies and procedures.	h. The care of vulnerable patients5 follows policies and procedures.	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW	
			_ CHART INTERVIEW	_ CHART REVIEW	
			_ STAFF INTERVIEW	_ STAFF INTERVIEW	
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:	
			TRACK RECORD:	TRACK RECORD:	
For docume	ent review, check presence of written police	cies and procedures supporting achievement of	f the criterion. Put a \underline{V} mark if compliant and \underline{X} r	nark if otherwise. Evidence score is either <u>0</u> or <u>3</u> .	
For chart review, select at least ONE patient chart. Check patient chart for 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 2 nd and 3 rd staff. Count the number of staff with check marks over the total number of patients interviewed, and then get evidence score: • If 3 out of 3, the evidence score will be <u>3</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> Combine the scores for the 3 evidences to get the proof of performance score. Determine track record score (based on document or patient chart, whichever is oldest). Combine proof of performance + track record to get criterion score.					
5.8.i	The care of high-risk patients follows policies and procedures.	i. The care of patients receiving chemotherapy follows policies and	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW	
		procedures.	_ STAFF INTERVIEW	_ STAFF INTERVIEW	
			_ DIRECT OBSERVATION	_ DIRECT OBSERVATION	
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:	
			TRACK RECORD:	TRACK RECORD:	
For chart re	eview, select at least ONE patient chart. Ch	neck patient chart documenting achievement of	f the criterion. Put a \underline{V} mark if compliant and \underline{X}	mark if otherwise. Evidence score is either <u>0</u> or <u>3</u> .	
For staff int	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.				

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC

Repeat the process for the 2nd and 3rd staff. Count the number of staff with check marks over the total number of patients interviewed, and then get 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 physical resources and conditions/actual practices of staff supporting achievement of the criterion. Put a \underline{V} mark if compliant and \underline{X} mark if otherwise. Evidence score is either $\underline{\mathbf{0}}$ or $\underline{\mathbf{3}}$.

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.

5.9.a	Rights and needs of patients are considered and respected by all the	a. Patients are educated about:	_ STAFF INTERVIEW	_ STAFF INTERVIEW
	staff during patient education	Medications	_ DIRECT OBSERVATION	_ DIRECT OBSERVATION
	activities.	Diet and nutrition		
		Care of medical devices	_ PATIENT INTERVIEW	_ PATIENT INTERVIEW
		Techniques for self-care		
		Techniques for regaining functional capacity.	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			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, and then get 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 physical resources and conditions/actual practices of staff 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 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. Evidence score is:

- 3 out of 3, so the evidence score will be 3
- ullet 2 out of 3 so the evidence score will be $\underline{\mathbf{2}}$
- 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 3 evidences to get the proof of performance score.

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC		
Track record	Track record is n/a.					
Proof of per	rformance score will serve as criterion sco	re.				
	<u>, </u>					
5.9.b	Rights and needs of patients are considered and respected by all the	b. Patients who wish to leave or discontinue care are allowed to do so after	_ STAFF INTERVIEW	_ STAFF INTERVIEW		
	staff during patient education activities.	receiving education about the consequences of their decision.	_ CHART REVIEW	_ CHART REVIEW		
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:		
			TRACK RECORD:	TRACK RECORD:		
• If 0 out of For chart re 0 or 3.	3, the evidence score will be 1/2 3, the evidence score will be 0/2 eview, select at least ONE patient chart (Does scores for the 2 evidences to get the pro-	·	ement of the criterion. Put a <u>V</u> mark if complian	nt and \underline{X} mark if otherwise. Evidence score is either		
	Determine track record score (based on patient chart). Combine proof of performance + track record to get criterion score.					
5.9.c	Rights and needs of patients are	c. In-patients who wish to leave the	DOCUMENT REVIEW	DOCUMENT REVIEW		
3.3.0	considered and respected by all the staff during patient education activities.	hospital against medical advice are referred in writing to physicians of choice	_ STAFF INTERVIEW	_ STAFF INTERVIEW		
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:		
			TRACK RECORD:	TRACK RECORD:		

For document review, check presence of written policies and procedures and DAMA Form (optional) 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, and then get evidence score:

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

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC	
Combine th	Combine the scores for the 2 evidences to get the proof of performance score.				
Determine t	track record score (based on document or	r patient chart, whichever is oldest).			
Combine pr	roof of performance + track record to get	criterion score.			
5.10.a	Planning for discharge begins upon entry into the organization and	a. Upon admission, patients and/or their families are informed of the expected	_ PATIENT INTERVIEW	_ PATIENT INTERVIEW	
	ensures a coordinated approach to discharge and continuing	(barring any complications) approximate duration of treatment, the planned	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:	
	management.	interventions, the likely outcomes and how their healthcare needs after discharge may be met.	TRACK RECORD:	TRACK RECORD:	
L				t a <u>v</u> mark for the patient who affirms the hospital	
• If 3 out of • If 2 out of • If 1 out of • If 0 out of The score of	provided discharge plans and X mark if otherwise. Repeat the process for the 2 nd and 3 rd patients. Count the number of patients with check marks over the total number of patients interviewed, and then get evidence score: • If 3 out of 3, the evidence score will be 3 • If 2 out of 3, the evidence score will be 1 • If 1 out of 3, 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. 5.10.b Planning for discharge begins upon b. Patients are screened on admission for STAFF INTERVIEW				
	ensures a coordinated approach to discharge and continuing		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:	
	management.		TRACK RECORD:	TRACK RECORD:	
Repeat the • If 3 out of • If 2 out of • If 1 out of • If 0 out of	process for the 2 nd and 3 rd staff. Count th 3, the evidence score will be 3/2 3, the evidence score will be 2/2 3, the evidence score will be 1/2 3, the evidence score will be 0/9 f the evidence will serve as the proof of p	e number of staff with check marks over the to	Liew is consistent with policy (that supports ach tal number of patients interviewed, and then go	Lievement of the criterion) and \underline{X} mark if otherwise. et evidence score:	

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC	
The proof of performance score will serve as the criterion score.					
5.10.c	Planning for discharge begins upon entry into the organization and ensures a coordinated approach to discharge and continuing	c. Patients so identified are assessed for specific healthcare needs after discharge.	_ CHART REVIEW _ STAFF INTERVIEW	_ CHART REVIEW _ STAFF INTERVIEW	
	management.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE: TRACK RECORD:	
Select THREE patient charts. Each patient chart should be able to document achievement of the criterion. Put a <u>v</u> mark for each chart if compliant and <u>x</u> 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, then get 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 staff interview, select at least THREE relevant hospital staff (depends on the case --MD, nurse, PT, etc.). 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, and then get evidence score:

- If 3 out of 3, the evidence score will be 3
- If 2 out of 3, the evidence score will be 2
- \bullet If 1 out of 3, the evidence score will be $\underline{\mathbf{1}}$
- 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 patient chart).

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

5.10.d	Planning for discharge begins upon entry into the organization and	d. Interventions that address patients post- discharge care needs are begun during	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
	ensures a coordinated approach to discharge and continuing management.	confinement.	_ STAFF INTERVIEW	_ STAFF INTERVIEW
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

For document review, check presence of written document showing 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, and then get evidence score:

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC		
 If 3 out of 3, the evidence score will be 3/2 If 2 out of 3, the evidence score will be 2/2 If 1 out of 3, the evidence score will be 1/2 If 0 out of 3, the evidence score will be 0/2 						
Combine th	e scores for the 2 evidences to get the pro	pof of performance score.				
Determine t	track record score (based on document).					
Combine pr	oof of performance + track record to get o	criterion score.				
5.10.e	Planning for discharge begins upon entry into the organization and ensures a coordinated approach to	e. Families and caregivers are capacitated to provide for the patient's post-discharge needs.	Patient / families confirm compliance	_ PATIENT INTERVIEW		
	discharge and continuing management.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:		
			TRACK RECORD:	TRACK RECORD:		
with dischartotal number of 1f 3 out of out of out of out of out of out of	For patient interview, select at least THREE patients (or guardian/family member). Each patient should be able to confirm compliance to the criterion. Put a <u>v</u> mark for the patient who was provided with discharge instructions (and patient feels satisfied about it) and <u>x</u> mark if otherwise. Repeat the process for the 2 nd and 3 rd patients. Count the number of patients with check marks over the total number of patients interviewed, and then get 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>1</u> • If 0 out of 3, the evidence score will be <u>0</u> The score of the evidence will serve as the proof of performance score.					
The track re	ecord is <u>n/a</u> .					
The proof of performance score will serve as the criterion score.						
5.10.f	Planning for discharge begins upon entry into the organization and	f. The transport needs of high-risk patients are addressed when planning for discharge.	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW		
	ensures a coordinated approach to discharge and continuing management.	are addressed when planning for discharge.	_ STAFF INTERVIEW	_ STAFF INTERVIEW		
			PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:		
			TRACK RECORD:	TRACK RECORD:		
For docume	For document review, check presence of written policy and procedure supporting achievement of the criterion. Put a <u>v</u> mark if compliant and <u>X</u> mark if none at all. Evidence score is either <u>o</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, and then get evidence score:

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

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC		
• 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 th	e scores for the 2 evidences to get the pro	pof of performance score.				
Determine	track record score (based on document).					
Combine pr	oof of performance + track record to get	criterion score.				
5.11.a	The organization provides information about continuing management plan to the patient and	a. A discharge summary is provided to all patients according to organizational policy.	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW		
	relevant health care providers.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:		
			TRACK RECORD:	TRACK RECORD:		
	track record score. roof of performance + track record to get	criterion score.				
	ce score shall serve as the proof of perforr track record score.	nance score.				
5.11.b	The organization provides	b. The discharge summary contains:	CHART REVIEW	CHART REVIEW		
	information about continuing management plan to the patient and	Discharge diagnosis	_			
	relevant health care providers.	List of medications administered during confinement	PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:		
		Surgical procedure performed, if any Status of the patient upon discharge	TRACK RECORD:	TRACK RECORD:		
Select THREE patient charts. Each patient chart should be able to document achievement of this criterion. Put a <u>v</u> mark for each chart if compliant and <u>x</u> 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, then get 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>1</u> • If 0 out of 3, the evidence score will be <u>0</u>						
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
5.11.c	The organization provides information about continuing management plan to the patient and relevant health care providers.	c. Patients are educated about when to follow-up and whom to call in cases of emergency.	_ CHART REVIEW PROOF OF PERFORMANCE:	_ CHART REVIEW PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

Select THREE patient charts. Discharge summaries (or home instructions or "tagubilin") document achievement of the criterion. Put a <u>v</u> mark for each chart if compliant 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, then get 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.

Determine track record score.

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

5.12.a	The organization arranges access to other relevant community health	a. Patients are referred to their preferred healthcare providers after discharge.	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
	services in a timely manner, and	nealtricare providers after discharge.	_ CHART REVIEW	_ CHART REVIEW
	ensures that patients are aware of appropriate services before		_ STAFF INTERVIEW	_ STAFF INTERVIEW
	discharge.		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:
			TRACK RECORD:	TRACK RECORD:

For document review, check presence of any written document(s) showing achievement of the criterion. Put a V mark if at least one present and X mark if otherwise. Evidence score is either 0 or 3.

Select THREE patient charts. Discharge summaries (or home instructions or "tagubilin") document achievement of the criterion. Put a \underline{V} mark for each chart if compliant 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, then get 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 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, and then get 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 3 evidences to get the proof of performance score.						
	Determine track record score (based on document or patient chart, whichever is oldest).					
Combine pr	oof of performance + track record to get o	criterion score.				
5.12.b	The organization arranges access to other relevant community health services in a timely manner, and	b. Patients are informed of appropriate community services and other resources as needed.	_ STAFF INTERVIEW	_ STAFF INTERVIEW		
	ensures that patients are aware of appropriate services before		PROOF OF PERFORMANCE:	PROOF OF PERFORMANCE:		
	discharge.		TRACK RECORD:	TRACK RECORD:		
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 2 nd and 3 rd staff. Count the number of staff with check marks over the total number of patients interviewed, and then get 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>1</u> • If 0 out of 3, the evidence score will be <u>0</u>						
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.						