

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: _____
<p>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 2nd and 3rd charts. Count the number of charts with compliance over the total number of charts reviewed, then get evidence score:</p> <ul style="list-style-type: none"> • 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> <p>The evidence score will serve as the proof of performance score.</p> <p>Determine track record score (based on patient chart).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
5.1.b	The care that is delivered to each patient is planned and integrated.	b. The healthcare team members integrate their assessments in developing the care plan.	_ CHART REVIEW	_ CHART REVIEW
			_ STAFF INTERVIEW	_ STAFF INTERVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____
<p>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 2nd and 3rd charts. Count the number of charts with compliance over the total number of charts reviewed, then get evidence score:</p> <ul style="list-style-type: none"> • 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> <p>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:</p> <ul style="list-style-type: none"> • 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> 				

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<p>Combine the scores for the 2 evidences to get the proof of performance score.</p> <p>Track record is <u>n/a</u>.</p> <p>The proof of performance score will serve as the criterion score.</p>				
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.	<input type="checkbox"/> CHART REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> CHART REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>Select THREE patient charts. Each patient chart should be able to document achievement of this criterion. Put a <u>√</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:</p> <ul style="list-style-type: none"> • 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> <p>For staff interview, select at least THREE relevant hospital staff. Put a <u>√</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:</p> <ul style="list-style-type: none"> • 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> <p>Combine the scores for the 2 evidences to get the proof of performance score.</p> <p>Track record is <u>n/a</u>.</p> <p>The proof of performance score will serve as the criterion score.</p>				
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.	<input type="checkbox"/> CHART REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> CHART REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>Select THREE patient charts. Each patient chart should be able to document achievement of this criterion. Put a <u>√</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:</p> <ul style="list-style-type: none"> • If 3 out of 3, the evidence score will be <u>3</u> 				

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<ul style="list-style-type: none"> • 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> <p>The evidence score will serve as the proof of performance score.</p> <p>Determine track record score (based on patient chart).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
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 PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ CHART REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>Select THREE patient charts. Each patient chart should be able to document achievement of this criterion. Put a <u>√</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:</p> <ul style="list-style-type: none"> • 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> <p>The evidence score will serve as the proof of performance score.</p> <p>Determine track record score (based on patient chart).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
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 PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ CHART REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For chart review, select at least THREE patient charts. Each patient chart should be checked for achievement of this criterion. Put a <u>√</u> mark for each chart if compliant and <u>X</u> mark if there is at least one missing. 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:</p> <ul style="list-style-type: none"> • 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> <p>The evidence score will serve as the proof of performance score.</p>				

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<p>Determine track record score (based on patient chart).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
5.3.a	The care plan is consistent with scientific evidence, professional standards, and patient's values, medico-legal and statutory requirements.	a. The care plan is consistent with best available scientific evidence.	_ CHART REVIEW	_ CHART REVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____
<p>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 2nd and 3rd charts. Count the number of charts with compliance over the total number of charts reviewed, then get evidence score:</p> <ul style="list-style-type: none"> • 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> <p>The evidence score will serve as the proof of performance score.</p> <p>Determine track record score (based on patient chart).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
5.3.b	The care plan is consistent with scientific evidence, professional standards, and patient's values, medico-legal and statutory requirements.	b. The care plan complies with professional standards, medico-legal and statutory requirements.	_ CHART REVIEW	_ CHART REVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____
<p>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 2nd and 3rd charts. Count the number of charts with compliance over the total number of charts reviewed, then get evidence score:</p> <ul style="list-style-type: none"> • 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> <p>The evidence score will serve as the proof of performance score.</p> <p>Determine track record score (based on patient chart).</p> <p>Combine proof of performance + track record to get criterion score.</p>				

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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	_ STAFF INTERVIEW
			_ PATIENT INTERVIEW	_ PATIENT INTERVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____
<p>For staff interview, select at least THREE relevant hospital staff. Put a <u>✓</u> mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and <u>✗</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:</p> <ul style="list-style-type: none"> • 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> <p>For patient interview, select at least THREE patients. Put a <u>✓</u> mark for the patient who was able to confirm achievement of the criterion and <u>✗</u> mark if otherwise. Repeat the process for the 2nd and 3rd patients. Count the number of patients with check marks over the total number of patients interviewed, and then get evidence score:</p> <ul style="list-style-type: none"> • 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> <p>Combine the scores for the 2 evidences to get the proof of performance score.</p> <p>Track record is <u>n/a</u>.</p> <p>Combine proof of performance + track record to get criterion score.</p>				
5.4.a	The organization ensures that information about the patient's proposed care is clear and readily accessible to designated multidisciplinary health care providers and other relevant persons.	a. Medical care plans are documented in the patient chart.	_ CHART REVIEW	_ CHART REVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____
<p>Select THREE patient charts. Each patient chart should be able to document achievement of this criterion. Put a <u>✓</u> mark for each chart if compliant and <u>✗</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:</p> <ul style="list-style-type: none"> • 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> <p>The evidence score will serve as the proof of performance score.</p> <p>Determine track record score (based on patient chart).</p>				

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Combine proof of performance + track record to get criterion score.				
5.4.b	The organization ensures that information about the patient's proposed care is clear and readily accessible to designated multidisciplinary health care providers and other relevant persons.	b. Nursing care and other health care professionals' care plans are documented in the patient chart	<input type="checkbox"/> CHART REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> CHART REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>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 2nd and 3rd charts. Count the number of charts with compliance over the total number of charts reviewed, then get evidence score:</p> <ul style="list-style-type: none"> • 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> <p>The evidence score will serve as the proof of performance score.</p> <p>Determine track record score (based on patient chart).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
5.5.a	Care is delivered in a coordinated manner, according to care plans.	a. A qualified healthcare professional assumes primary responsibility for prioritizing, implementing, documenting and coordinating care for the patient.	<input type="checkbox"/> CHART REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> CHART REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>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 2nd and 3rd charts. Count the number of charts with compliance over the total number of charts reviewed, then get evidence score:</p> <ul style="list-style-type: none"> • 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> <p>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:</p>				

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<ul style="list-style-type: none"> • 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> <p>Combine the scores for the 2 evidences to get the proof of performance score.</p> <p>Determine track record score (based on patient chart).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
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 services of the hospital.	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For document review, check documentation of activities showing achievement of criterion. Put a <u>√</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>.</p> <p>For staff interview, select at least THREE relevant hospital staff. Put a <u>√</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:</p> <ul style="list-style-type: none"> • 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> <p>Combine the scores for the 2 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document review).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
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 and planned interventions with each other.	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For document review, check presence of any of the cited documents in the criterion including prescribed elements. Put a <u>√</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>.</p> <p>For staff interview, select at least THREE relevant hospital staff. Put a <u>√</u> mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and <u>X</u> mark if otherwise.</p>				

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<p>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:</p> <ul style="list-style-type: none"> • 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> <p>Combine the scores for the 2 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document review).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
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 PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ PATIENT INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For patient interview, select at least THREE patients. Put a <u>✓</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. Evidence score is:</p> <ul style="list-style-type: none"> • 3 out of 3, so the evidence score will be <u>3</u> • 2 out of 3 so the evidence score will be <u>2</u> • 1 out of 3, so the evidence score will be <u>1</u> • 0 out of 3, so the evidence score will be <u>0</u> <p>The score of the evidence will serve as the proof of performance score.</p> <p>The track record is <u>n/a</u>.</p> <p>The proof of performance score will serve as the criterion score.</p>				
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 need.	_ CHART REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ CHART REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>Select THREE patient charts. Each patient chart should be able to document achievement of this criterion. Put a <u>✓</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:</p> <ul style="list-style-type: none"> • 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> 				

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<p>The evidence score will serve as the proof of performance score.</p> <p>Determine track record score (based on patient chart).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
5.6.b	Care is delivered in a timely, safe and appropriate manner, according to care plans.	b. Treatments are implemented by qualified individuals.	<input type="checkbox"/> CHART REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> CHART REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>Select THREE patient charts. Each patient chart should be able to document achievement of this criterion. Put a <u>✓</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:</p> <ul style="list-style-type: none"> • 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> <p>The evidence score will serve as the proof of performance score.</p> <p>Determine track record score (based on patient chart).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
5.6.c	Care is delivered in a timely, safe and appropriate manner, according to care plans.	c. Referrals to other specialties are made according to established pathways, guidelines or practice standards.	<input type="checkbox"/> CHART REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> CHART REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>Select THREE patient charts. Each patient chart should be able to document achievement of this criterion. Put a <u>✓</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:</p> <ul style="list-style-type: none"> • 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> <p>For staff interview, select at least THREE relevant hospital staff. Put a <u>✓</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:</p> <ul style="list-style-type: none"> • 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> 				

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<p>• If 0 out of 3, the evidence score will be <u>0</u></p> <p>Combine the scores for the 2 evidences to get the proof of performance score.</p> <p>Determine track record score (based on patient chart).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
5.6.d	Care is delivered in a timely, safe and appropriate manner, according to care plans.	d. Results of referrals are communicated to relevant members of the health care team and are considered in the management.	<input type="checkbox"/> CHART REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> CHART REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>Select THREE patient charts. Each patient chart should be able to document achievement of this criterion. Put a <u>√</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:</p> <ul style="list-style-type: none"> • 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> <p>For staff interview, select at least THREE relevant hospital staff. Put a <u>√</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:</p> <ul style="list-style-type: none"> • 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> <p>Combine the scores for the 2 evidences to get the proof of performance score.</p> <p>Determine track record score (based on patient chart).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
5.7.a	The organization ensures that handling of food and other nutritional products are consistent with patient needs, safety standards and statutory requirements.	a. Food preparation, handling, storage and distribution comply with applicable local and national standards, laws, and regulations.	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> STAFF INTERVIEW <input type="checkbox"/> DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> STAFF INTERVIEW <input type="checkbox"/> DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
<p>For document review, check documentation of activities supporting achievement of the criterion. Put a <u>√</u> mark if compliant to all and <u>X</u> mark if there is at least one missing. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>For staff interview, select at least THREE hospital staff. Put a <u>√</u> if the staff's explanation 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 staff interviewed. Get evidence score:</p> <ul style="list-style-type: none"> • 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> <p>For direct observation, check physical resources and conditions/actual practices supporting achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>Combine the scores for the 3 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document review).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
5.7.b	The organization ensures that handling of food and other nutritional products are consistent with patient needs, safety standards and statutory requirements.	b. Food and nutritional products are available according to the patient's needs.	<input type="checkbox"/> STAFF INTERVIEW <input type="checkbox"/> DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> STAFF INTERVIEW <input type="checkbox"/> DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For staff interview, select at least THREE relevant hospital staff. Put a <u>√</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:</p> <ul style="list-style-type: none"> • 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> <p>For direct observation, check physical resources and conditions/actual practices supporting achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>Combine the scores for the 2 evidences to get the proof of performance score.</p> <p>Track record is <u>n/a</u>.</p> <p>The proof of performance score will serve as the criterion score.</p>				
5.8.a	The care of high-risk patients follows policies and procedures.	a. The care of emergency patients follows policies and procedures.	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> STAFF INTERVIEW	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> STAFF INTERVIEW

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
			<input type="checkbox"/> DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For document review, check presence of written policy and procedures supporting achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>For staff interview, select at least THREE relevant hospital staff. Put a <u>√</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:</p> <ul style="list-style-type: none"> • 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> <p>For direct observation, check physical resources and conditions/actual practices supporting achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>Combine the scores for the 2 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document review).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
5.8.b	The care of high-risk patients follows policies and procedures.	b. Resuscitation follows policies and procedures.	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> CHART REVIEW <input type="checkbox"/> DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> CHART REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For document review, check presence of written policy and procedures supporting achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>For chart review, select at least ONE patient chart. Check patient chart documenting achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>For staff interview, select at least THREE relevant hospital staff. Put a <u>√</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:</p> <ul style="list-style-type: none"> • 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> 				

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
<p>Combine the scores for the 3 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document or patient chart, whichever is oldest).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
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 and procedures.	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> CHART REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> CHART REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For document review, check written policies and procedures for presence of prescribed elements. Put a <u>√</u> mark if compliant to all and <u>X</u> mark if there is at least one missing. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>For chart review, select at least ONE patient chart. Check patient chart documenting achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>For staff interview, select at least THREE relevant hospital staff. Put a <u>√</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:</p> <ul style="list-style-type: none"> • 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> <p>Combine the scores for the 3 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document or patient chart, whichever is oldest).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
5.8.d	The care of high-risk patients follows policies and procedures.	d. The care of patients on life support follows policies and procedures.	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> CHART REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> CHART REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For document review, check presence of written policies and procedures. Put a <u>√</u> mark if compliant to all and <u>X</u> mark if there is at least one missing. Evidence score is either <u>0</u> or <u>3</u>.</p>				

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
<p>For chart review, select at least ONE patient chart. Check patient chart documenting achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>For staff interview, select at least THREE relevant hospital staff. Put a <u>√</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:</p> <ul style="list-style-type: none"> • 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> <p>Combine the scores for the 3 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document or patient chart, whichever is oldest).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
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.	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> STAFF INTERVIEW <input type="checkbox"/> DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> STAFF INTERVIEW <input type="checkbox"/> DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For document review, check presence of written policies and procedures supporting achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>For staff interview, select at least THREE relevant hospital staff. Put a <u>√</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:</p> <ul style="list-style-type: none"> • 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> <p>For direct observation, check physical resources and conditions/actual staff practices supporting achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>Combine the scores for the 3 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document review).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
5.8.f	The care of high-risk patients follows policies and procedures.	f. The care of patients on dialysis follows policies and procedures.	<input type="checkbox"/> DOCUMENT REVIEW	<input type="checkbox"/> DOCUMENT REVIEW

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
			<input type="checkbox"/> STAFF INTERVIEW <input type="checkbox"/> DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> STAFF INTERVIEW <input type="checkbox"/> DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For document review, check presence of written policies and procedures supporting achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>For staff interview, select at least THREE relevant hospital staff. Put a <u>√</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:</p> <ul style="list-style-type: none"> • 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> <p>For direct observation, check physical resources and conditions supporting achievement of this criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>Combine the scores for the 3 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document review).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
5.8.g	The care of high-risk patients follows policies and procedures.	g. The care of patients on restraint follows policies and procedures.	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> STAFF INTERVIEW <input type="checkbox"/> DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> STAFF INTERVIEW <input type="checkbox"/> DIRECT OBSERVATION PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For document review, check presence of written policies and procedures supporting achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>For staff interview, select at least THREE relevant hospital staff. Put a <u>√</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:</p> <ul style="list-style-type: none"> • 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> <p>For direct observation, check physical resources and conditions supporting achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p>				

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
<p>Combine the scores for the 3 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document review).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
5.8.h	The care of high-risk patients follows policies and procedures.	h. The care of vulnerable patients follows policies and procedures.	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> CHART INTERVIEW <input type="checkbox"/> STAFF INTERVIEW	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> CHART REVIEW <input type="checkbox"/> STAFF INTERVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____
			<p>For document review, check presence of written policies and procedures supporting achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>For chart review, select at least ONE patient chart. Check patient chart for achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>For staff interview, select at least THREE relevant hospital staff. Put a <u>√</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:</p> <ul style="list-style-type: none"> • 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> <p>Combine the scores for the 3 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document or patient chart, whichever is oldest).</p> <p>Combine proof of performance + track record to get criterion score.</p>	
5.8.i	The care of high-risk patients follows policies and procedures.	i. The care of patients receiving chemotherapy follows policies and procedures.	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> STAFF INTERVIEW <input type="checkbox"/> DIRECT OBSERVATION	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> STAFF INTERVIEW <input type="checkbox"/> DIRECT OBSERVATION
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____
			<p>For chart review, select at least ONE patient chart. Check patient chart documenting achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>For staff interview, select at least THREE relevant hospital staff. Put a <u>√</u> mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and <u>X</u> mark if otherwise.</p>	

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
<p>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:</p> <ul style="list-style-type: none"> • 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> <p>For direct observation, check physical resources and conditions/actual practices of staff supporting achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>Combine the scores for the 3 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document review).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
5.9.a	Rights and needs of patients are considered and respected by all the staff during patient education activities.	a. Patients are educated about: <ul style="list-style-type: none"> • Medications • Diet and nutrition • Care of medical devices • Techniques for self-care • Techniques for regaining functional capacity. 	_ STAFF INTERVIEW _ DIRECT OBSERVATION _ PATIENT INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ STAFF INTERVIEW _ DIRECT OBSERVATION _ PATIENT INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For staff interview, select at least THREE relevant hospital staff. Put a <u>√</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:</p> <ul style="list-style-type: none"> • 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> <p>For direct observation, check physical resources and conditions/actual practices of staff supporting achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>For patient interview, select at least THREE patients. Put a <u>√</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. Evidence score is:</p> <ul style="list-style-type: none"> • 3 out of 3, so the evidence score will be <u>3</u> • 2 out of 3 so the evidence score will be <u>2</u> • 1 out of 3, so the evidence score will be <u>1</u> • 0 out of 3, so the evidence score will be <u>0</u> <p>Combine the scores for the 3 evidences to get the proof of performance score.</p>				

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
<p>Track record is <u>n/a</u>.</p> <p>Proof of performance score will serve as criterion score.</p>				
5.9.b	Rights and needs of patients are considered and respected by all the staff during patient education activities.	b. Patients who wish to leave or discontinue care are allowed to do so after receiving education about the consequences of their decision.	<input type="checkbox"/> STAFF INTERVIEW <input type="checkbox"/> CHART REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> STAFF INTERVIEW <input type="checkbox"/> CHART REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For staff interview, select at least THREE relevant hospital staff. Put a <input type="checkbox"/> mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and <input checked="" type="checkbox"/> 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:</p> <ul style="list-style-type: none"> • 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> <p>For chart review, select at least ONE patient chart (DAMA). Check patient chart documenting achievement of the criterion. Put a <input type="checkbox"/> mark if compliant and <input checked="" type="checkbox"/> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>Combine the scores for the 2 evidences to get the proof of performance score.</p> <p>Determine track record score (based on patient chart).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
5.9.c	Rights and needs of patients are considered and respected by all the staff during patient education activities.	c. In-patients who wish to leave the hospital against medical advice are referred in writing to physicians of choice	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For document review, check presence of written policies and procedures and DAMA Form (optional) supporting achievement of the criterion. Put a <input type="checkbox"/> mark if compliant and <input checked="" type="checkbox"/> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>For staff interview, select at least THREE relevant hospital staff. Put a <input type="checkbox"/> mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and <input checked="" type="checkbox"/> 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:</p> <ul style="list-style-type: none"> • 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> 				

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
<p>Combine the scores for the 2 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document or patient chart, whichever is oldest).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
5.10.a	Planning for discharge begins upon entry into the organization and ensures a coordinated approach to discharge and continuing management.	a. Upon admission, patients and/or their families are informed of the expected (barring any complications) approximate duration of treatment, the planned interventions, the likely outcomes and how their healthcare needs after discharge may be met.	_ PATIENT INTERVIEW	_ PATIENT INTERVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____
<p>For patient interview, select at least THREE patients. Each patient (or family member) should be able to confirm compliance to the criterion. Put a <u>✓</u> mark for the patient who affirms the hospital provided discharge plans and <u>X</u> mark if otherwise. Repeat the process for the 2nd and 3rd patients. Count the number of patients with check marks over the total number of patients interviewed, and then get evidence score:</p> <ul style="list-style-type: none"> • 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> <p>The score of the evidence will serve as the proof of performance score.</p> <p>The track record is <u>n/a</u>.</p> <p>The proof of performance score will serve as the criterion score.</p>				
5.10.b	Planning for discharge begins upon entry into the organization and ensures a coordinated approach to discharge and continuing management.	b. Patients are screened on admission for continuing care needs after discharge.	_ STAFF INTERVIEW	_ STAFF INTERVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____
<p>For staff interview, select at least THREE relevant hospital staff. Put a <u>✓</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:</p> <ul style="list-style-type: none"> • 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> <p>The score of the evidence will serve as the proof of performance score.</p> <p>The track record is <u>n/a</u>.</p>				

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 management.	c. Patients so identified are assessed for specific healthcare needs after discharge.	<input type="checkbox"/> CHART REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> CHART REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>Select THREE patient charts. Each patient chart should be able to document achievement of the criterion. Put a <u>✓</u> mark for each chart if compliant and <u>✗</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:</p> <ul style="list-style-type: none"> • 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> <p>For staff interview, select at least THREE relevant hospital staff (depends on the case --MD, nurse, PT, etc.). Put a <u>✓</u> mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and <u>✗</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:</p> <ul style="list-style-type: none"> • 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> <p>Combine the scores for the 2 evidences to get the proof of performance score.</p> <p>Determine track record score (based on patient chart).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
5.10.d	Planning for discharge begins upon entry into the organization and ensures a coordinated approach to discharge and continuing management.	d. Interventions that address patients post-discharge care needs are begun during confinement.	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For document review, check presence of written document showing achievement of the criterion. Put a <u>✓</u> mark if compliant and <u>✗</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>For staff interview, select at least THREE relevant hospital staff. Put a <u>✓</u> mark for the staff whose view is consistent with policy (that supports achievement of the criterion) and <u>✗</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:</p>				

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
<ul style="list-style-type: none"> • 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 <p>Combine the scores for the 2 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
5.10.e	Planning for discharge begins upon entry into the organization and ensures a coordinated approach to discharge and continuing management.	e. Families and caregivers are capacitated to provide for the patient's post-discharge needs.	Patient / families confirm compliance	_ PATIENT INTERVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____
<p>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>√</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 2nd and 3rd patients. Count the number of patients with check marks over the total number of patients interviewed, and then get evidence score:</p> <ul style="list-style-type: none"> • 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 <p>The score of the evidence will serve as the proof of performance score.</p> <p>The track record is <u>n/a</u>.</p> <p>The proof of performance score will serve as the criterion score.</p>				
5.10.f	Planning for discharge begins upon entry into the organization and ensures a coordinated approach to discharge and continuing management.	f. The transport needs of high-risk patients are addressed when planning for discharge.	_ DOCUMENT REVIEW	_ DOCUMENT REVIEW
			_ STAFF INTERVIEW	_ STAFF INTERVIEW
			PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____
			TRACK RECORD: _____	TRACK RECORD: _____
<p>For document review, check presence of written policy and procedure supporting achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if none at all. Evidence score is either 0 or 3.</p> <p>For staff interview, select at least THREE relevant hospital staff. Put a <u>√</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:</p> <ul style="list-style-type: none"> • If 3 out of 3, the evidence score will be 3 				

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC
<ul style="list-style-type: none"> • 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> <p>Combine the scores for the 2 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document).</p> <p>Combine proof of performance + track record to get criterion score.</p>				
5.11.a	The organization provides information about continuing management plan to the patient and relevant health care providers.	a. A discharge summary is provided to all patients according to organizational policy.	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ DOCUMENT REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For document review, check presence of written policy and procedures supporting achievement of the criterion. Put a <u>√</u> mark if compliant and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>The evidence score shall serve as the proof of performance score.</p> <p>Determine track record score.</p> <p>Combine proof of performance + track record to get criterion score.</p>				
5.11.b	The organization provides information about continuing management plan to the patient and relevant health care providers.	b. The discharge summary contains: <ul style="list-style-type: none"> • Discharge diagnosis • List of medications administered during confinement • Surgical procedure performed, if any • Status of the patient upon discharge 	_ CHART REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	_ CHART REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>Select THREE patient charts. Each patient chart should be able to document achievement of this criterion. Put a <u>√</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:</p> <ul style="list-style-type: none"> • 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> <p>The evidence score shall serve as the proof of performance score.</p> <p>Determine track record score.</p> <p>Combine proof of performance + track record to get criterion score.</p>				

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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.	<input type="checkbox"/> CHART REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> CHART REVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>Select THREE patient charts. Discharge summaries (or home instructions or “tagubilin”) document achievement of the criterion. Put a <u>√</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:</p> <ul style="list-style-type: none"> • 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> <p>The evidence score shall serve as the proof of performance score.</p> <p>Determine track record score.</p> <p>Combine proof of performance + track record to get criterion score.</p>				
5.12.a	The organization arranges access to other relevant community health services in a timely manner, and ensures that patients are aware of appropriate services before discharge.	a. Patients are referred to their preferred healthcare providers after discharge.	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> CHART REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____	<input type="checkbox"/> DOCUMENT REVIEW <input type="checkbox"/> CHART REVIEW <input type="checkbox"/> STAFF INTERVIEW PROOF OF PERFORMANCE: _____ TRACK RECORD: _____
<p>For document review, check presence of any written document(s) showing achievement of the criterion. Put a <u>√</u> mark if at least one present and <u>X</u> mark if otherwise. Evidence score is either <u>0</u> or <u>3</u>.</p> <p>Select THREE patient charts. Discharge summaries (or home instructions or “tagubilin”) document achievement of the criterion. Put a <u>√</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:</p> <ul style="list-style-type: none"> • 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> <p>For staff interview, select at least THREE relevant hospital staff. Put a <u>√</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:</p> <ul style="list-style-type: none"> • 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> 				

CODE	STANDARDS	CRITERIA	HOSPITAL	PHIC						
<p>Combine the scores for the 3 evidences to get the proof of performance score.</p> <p>Determine track record score (based on document or patient chart, whichever is oldest).</p> <p>Combine proof of performance + track record to get criterion score.</p>										
5.12.b	The organization arranges access to other relevant community health services in a timely manner, and ensures that patients are aware of appropriate services before discharge.	b. Patients are informed of appropriate community services and other resources as needed.	<table border="1"> <tr> <td data-bbox="1085 386 1491 467">_ STAFF INTERVIEW</td> <td data-bbox="1491 386 1942 467">_ STAFF INTERVIEW</td> </tr> <tr> <td data-bbox="1085 467 1491 521">PROOF OF PERFORMANCE: _____</td> <td data-bbox="1491 467 1942 521">PROOF OF PERFORMANCE: _____</td> </tr> <tr> <td data-bbox="1085 521 1491 570">TRACK RECORD: _____</td> <td data-bbox="1491 521 1942 570">TRACK RECORD: _____</td> </tr> </table>	_ STAFF INTERVIEW	_ STAFF INTERVIEW	PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____	TRACK RECORD: _____	TRACK RECORD: _____	
_ STAFF INTERVIEW	_ STAFF INTERVIEW									
PROOF OF PERFORMANCE: _____	PROOF OF PERFORMANCE: _____									
TRACK RECORD: _____	TRACK RECORD: _____									
<p>For staff interview, select at least THREE relevant hospital staff. Put a <u>√</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:</p> <ul style="list-style-type: none"> • 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> <p>The score of the evidence will serve as the proof of performance score.</p> <p>The track record is <u>n/a</u>.</p> <p>The proof of performance score will serve as the criterion score.</p>										