

Joint Commission Update

National Council on Interpreting in Health
Care Annual Meeting

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Evolution of Standards Supporting Health Equity

- Patient rights
- Patients' participation in care
- Safety and quality of care
- An integrated approach, at multiple levels and involving ongoing monitoring and improvement is necessary to identify, develop and implement systems to promote health equity

Existing Joint Commission Standards

- Right to have cultural and personal values, beliefs and preferences respected
- Right to effective communication
 - Interpreter and translation services
 - Vision, speech, hearing, or cognitive impairment
- Informed Consent
- Patient education tailored to patient needs/ability to understand

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Effective Patient-Provider Communication

- **NEW Standard PC.02.01.0X** The hospital effectively communicates with patients when providing care, treatment, and services.

Elements of Performance

1. The hospital identifies the patient's oral and written communication needs, including the patient's preferred language for discussing health care.

Note: Examples of communication needs include the need for personal devices such as hearing aids or glasses, language interpreters, communication boards, and translated or plain language materials.

2. The hospital communicates with the patient during the provision of care, treatment, and services in a manner that meets the patient's oral and written communication needs.

Right to Effective Communication

- **Standard RI.01.01.03** The hospital respects the patient's right to receive information in a manner he or she understands.

Elements of Performance

2. The hospital provides language interpreting and translation services.

NEW Note: Language interpreting options may include hospital employed language interpreters, contract interpreting services, or trained bilingual staff, and may be provided in person or via telephone or video. The hospital determines which translated documents and languages are needed based on its patient population.

3. The hospital provides information to the patient who has vision, speech, hearing, or cognitive impairments in a manner that meets the patient's needs.

Qualifications for Interpreters

- **Standard HR.01.02.01** The hospital defines staff qualifications.

Element of Performance

1. The hospital defines staff qualifications specific to their job responsibilities.

NEW Note 4: Qualifications for language interpreters and translators may be met through language proficiency assessment, education, training, and experience.

Collection of Patient-level Data

- **Standard RC.02.01.01** The medical record contains information that reflects the patient's care, treatment, and services.

Element of Performance

1. The medical record contains the following demographic information:

- The patient's name, address, date of birth, and the name of any legally authorized representative

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- The patient's communication needs, including preferred language for discussing health care

NEW Note: If the patient is a minor, is incapacitated, or has a designated advocate, the communication needs of the parent or legal guardian, surrogate decision-maker, or legally authorized representative is documented in the medical record.

- **NEW** The patient's race and ethnicity

Access to a Support Individual

- **Standard RI.01.01.01** The hospital respects, protects, and promotes patient rights.

Element of Performance

NEW Y. The hospital allows a family member, friend, or other individual to be present with the patient for emotional support during the course of stay.

Note: The hospital allows for the presence of a support individual of the patient's choice, unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated. The individual may or may not be the patient's surrogate decision maker or legally authorized representative.

Non-Discrimination in Care

- **Standard RI.01.01.01** The hospital respects, protects, and promotes patient rights.

Element of Performance

NEW Z. The hospital prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

Advancing Effective Communication, Cultural Competence, and Patient-and Family-centered Care: A Roadmap for Hospitals

- ▶ **Purpose:** to inspire hospitals to integrate concepts from the communication, cultural competence, and patient- and family-centered care fields into their organizations
- ▶ Example practices and "how to" information
- ▶ Additional guidance on compliance and implementation of Joint Commission requirements
- ▶ List of additional resources and websites
- ▶ **FREE!!!!** Available May 2010