BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR EMERGENCY MEDICAL SERVICES

Republic of Botswana

5.Patient and Family Rights

These forms are designed to be used by both hospital personnel and external surveyors. The following information must be provided after each survey, before submitting the completed survey forms.

1.NAME OF HOSPITAL/CLINIC/FACILITY:_____

2. BASELINE/INTERNAL SURVEY INFORMATION:

Title and name of person who completed this document: _____

Post and position held: _____

Date of survey: _____

3. EXTERNAL SURVEY INFORMATION:

Name of external surveyor: _____

Date of external survey: _____

GUIDE TO COMPLETION OF FORM

N.B. Hospital staff are please to use BLACK ink at all times. The external surveyors are requested to use RED ink at all times.

Please circle the rated compliance with the criterion, e.g. NA (Not applicable), NC (Non-compliant), PC (Partially compliant), C (Compliant).

The default category affected is designated on the form for
 each criterion as follows:
1. patient and staff safety
2. legality
3. patient care
4. efficiency
5. structure
6. basic management
7. basic process
8. evaluation

The seriousness of the default is designated on the
 form for each criterion as follows:
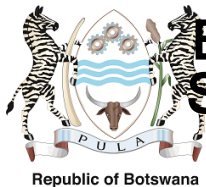1. mild
2. moderate
3. serious
4. very serious

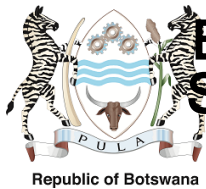| Documents Checked |
|---|
| Surveyor: .... |
| Surveyor: .... |

5.1 Implementation of Patient Rights

5.1.1 Standard

The organisation provides processes that support patients' and families' rights during transport and care.

Standard Intent: An organisation's leaders are primarily responsible for the way in which that organisation treats its patients. The leaders need to know and understand patient and family rights and their organisation's responsibilities as specified in laws, charters and regulations. The leaders then provide direction to ensure that the personnel throughout the organisation assume responsibility for protecting these rights. To effectively protect and advance patient rights, the leaders work collaboratively and seek to understand their responsibilities in relation to the community served by the organisation.

Patient and family rights are a fundamental element of all contacts between the personnel of an organisation and patients and families. Thus, policies and procedures are developed and implemented to ensure that all personnel are aware of and respond to patient and family rights issues, including their role in supporting the right of patients and families to participate in the care process.

	Criterion	Comments
		Recommendations
Criterion 5.1.1.1 Critical: ·· Catg: Basic Management + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Policies and procedures guide and support patient and family rights in the organisation.	
Criterion 5.1.1.2 Critical: ·· Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Staff members are trained regarding the policies and procedures.	
Criterion 5.1.1.3 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	All patients are given information on their rights in a manner they can understand.	

5.Patient and Family Rights

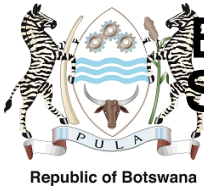| Criterion 5.1.1.4
Critical: ··
Catg: Basic Process + Patient Care
Compliance
NA   NC   PC   C
Default Severity for NC or PC = 3 Serious | Policies and procedures are developed to support and promote patient and family participation in care decisions and processes. | |

5.1.2 Standard

The organisation takes measures to protect patient privacy.

Standard Intent: The organisation ensures that the patient's needs for privacy are respected, especially when the patient is providing personal information and undergoing clinical examination. Patients may desire privacy from other staff, other patients and even from family members.

Medical and other health information, when documented and collected in a patient record or other form, is important for understanding the patient, his or her needs, and for providing care and services over time. The organisation respects such information as confidential and has implemented policies and procedures that protect such information from loss or misuse. The misuse of patient information can result in the patient's loss of dignity, employment and damage to personal or family relationships.

When the organisation takes responsibility for any or all of the patient's personal possessions brought into the organisation, there is a process to account for those possessions and to ensure that they will not be lost or stolen. This process considers the possessions of emergency patients, those patients unable to make alternative safekeeping arrangements and those incapable of making decisions regarding their possessions. The organisation communicates its responsibility, if any, for the patient's possessions to patients and families.

	Criterion	Comments
		Recommendations
Criterion 5.1.2.1 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The patient's need for privacy is protected during all examinations, procedures and treatments.	
Criterion 5.1.2.2 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The patient's need for privacy is protected when providing personal information.	

Republic of Botswana

5.Patient and Family Rights

Criterion 5.1.2.3 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation respects patient health information as confidential.	
Criterion 5.1.2.4 Critical: p Catg: Basic Process + Legality **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Policies and procedures to prevent the loss and/or misuse of patient information are implemented.	
Criterion 5.1.2.5 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 2 Moderate	The organisation has determined its level of responsibility for patients' possessions.	
Criterion 5.1.2.6 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Patients' possessions are safeguarded when the organisation assumes responsibility or when the patient is unable to assume responsibility.	
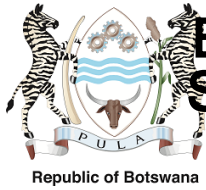
5.1.3 Standard

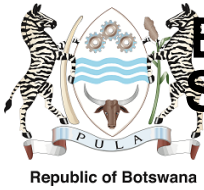*The organisation has a policy on initiating resuscitative services.*

Standard Intent: Decisions about withholding resuscitative services or forgoing or withdrawing life-sustaining treatment are among the most difficult choices facing patients, families, health professionals and organisations. No single process can anticipate all the situations in which such decisions must be made. For this reason, it is important for the organisation to develop a framework for making these difficult decisions.

Such a framework:

- helps the organisation identify its position on these issues
- ensures that the organisation's position conforms to its community's religious and cultural norms and to any legal or regulatory requirements
- addresses situations in which these decisions are modified during care, and
- guides health professionals through the ethical and legal issues in carrying out such patient wishes.

To ensure that the decision-making process related to carrying out the patient's wishes is applied consistently, policies and procedures are developed through a process that includes many professionals and various viewpoints. The policies and procedures identify lines of accountability and responsibility and how the process is documented in the patient's record.
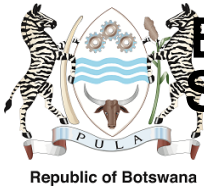
	Criterion	Comments
		Recommendations
Criterion 5.1.3.1 Critical: ·· Catg: Basic Management + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation has policies and procedures guiding staff on when to initiate and when to terminate resuscitation measures in line with their scope of practice.	
Criterion 5.1.3.2 Critical: ·· Catg: Basic Management + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation has policies and procedures to guide staff encountering patients who choose to forego resuscitative or life-sustaining interventions.	
Criterion 5.1.3.3 Critical: ·· Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Policies and procedures for initiating and terminating resuscitation are developed in conjunction with medical direction.	

5.Patient and Family Rights

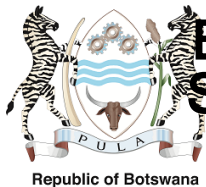|		
Criterion 5.1.3.4 Critical: .. Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Policies and procedures guide staff in the handling of and the legal and regulatory requirements for clearly expired patients.	
Criterion 5.1.3.5 Critical: .. Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Policies and procedures guide the transport of potential organ donors without self-sustaining vital signs prior to arrival in the emergency department setting.	
Criterion 5.1.3.6 Critical: .. Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Transport occurs within a time frame to keep organs and tissue viable.	
Criterion 5.1.3.7 Critical: .. Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The organisation supports patient and family choices to donate organs and tissues.	
Criterion 5.1.3.8 Critical: .. Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Staff are trained in the policies and procedures.	

5.Patient and Family Rights

Criterion 5.1.3.9	The organisation's policies and procedures regarding end-of-life care conform to its community's religious and cultural norms and to any legal or regulatory requirements.	
Critical: ¨		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

5.1.4 Standard

The organisation has processes to assess and manage pain appropriately.

Standard Intent:

	Criterion	Comments
		Recommendations
Criterion 5.1.4.1 Critical: ¨ Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation respects and supports the patient's right to appropriate assessment and management of pain.	
Criterion 5.1.4.2 Critical: ¨ Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation identifies patients in pain during the assessment process.	
Criterion 5.1.4.3 Critical: ¨ Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation educates health professionals in assessing and managing pain.	

5.Patient and Family Rights
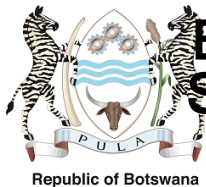
5.1.5 Standard

The organisation has a defined consent process and lists those categories or types of treatment and procedures that require specific informed consent.

Standard Intent: Informed consent may be obtained at several points in the care process. For example, informed consent can be obtained before the patient enters the organisation or before certain high-risk procedures or treatments.

Each organisation identifies those high-risk, problem-prone or other procedures and treatments for which consent must be obtained. The organisation lists these procedures and treatments and educates the staff to ensure that the process to obtain consent is consistent. Those who provide the treatments or perform the procedures develop the list collaboratively.

This consent process provides the information identified and documents the identity of the individual providing the information.

	Criterion	Comments
		Recommendations
Criterion 5.1.5.1 Critical: ·· Catg: Basic Management + Legality **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation has a clearly defined consent process described in policies and procedures.	
Criterion 5.1.5.2 Critical: ·· Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Policies include which healthcare providers may obtain consent.	
Criterion 5.1.5.3 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The organisation has listed those procedures and treatments that require separate consent.	

5.Patient and Family Rights

| Criterion 5.1.5.4

Critical: ··

Catg: Basic Process + Efficiency

Compliance

NA   NC   PC   C

Default Severity for NC or PC = 2 Moderate | Medical direction leaders approve the list. | |

5.1.6 Standard

Consent is obtained consistent with the organisation's policies and procedures.

	Criterion	Comments
		Recommendations
Criterion 5.1.6.1 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	General consent is obtained at the point of first contact.	
Criterion 5.1.6.2 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Information on the scope of such consent is provided.	
Criterion 5.1.6.3 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Consent is obtained before the use of blood and blood products.	
Criterion 5.1.6.4 Critical: ·· Catg: Basic Process + Patient Care **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Consent is obtained before high-risk procedures and treatments.	

5.Patient and Family Rights

Criterion 5.1.6.5	The identity of the individual providing information on risks, benefits and alternatives to the patient and family is noted in the patient's record.	
Critical: `..`		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

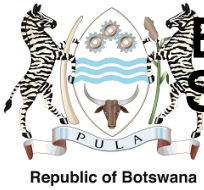| Criterion 5.1.6.6	Consent is documented in the patient's record by signature or a record of verbal consent.	
Critical: `..`		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

5.1.7 Standard

The organisation informs patients and families about its process to receive and act on complaints, conflicts and differences of opinion about patient care, and the patient's right to participate in these processes.

Standard Intent: Patients have a right to voice complaints about their care and to have those complaints reviewed and, where possible, resolved. Also, decisions regarding care sometimes present questions, conflicts or other dilemmas for the organisation and the patient, family or other decision-makers. These dilemmas may arise around issues of access, treatment or discharge. They can be especially difficult to resolve when the issue involves, for example, withholding resuscitative services or forgoing or withdrawing life-sustaining treatment.

The organisation has established processes for seeking resolutions to such dilemmas and complaints. The organisation identifies in policies and procedures those who need to be involved in the processes and how the patient and family participate.

	Criterion	Comments
		Recommendations
Criterion 5.1.7.1	Patients are aware of their right to voice a complaint and the process to do so.	
Critical: `..`		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

© Assessment Instrument Document

Republic of Botswana

5.Patient and Family Rights

Criterion 5.1.7.2 Critical: `··` Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Complaints are reviewed according to the organisation's mechanism.	
Criterion 5.1.7.3 Critical: `··` Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Policies and procedures identify participants in the process.	
Criterion 5.1.7.4 Critical: `··` Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Policies and procedures identify how the patient and family participate.	