



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR CLINICS

3. Patient and Family Rights & Responsibilities and Access to Care

The completed forms are to be returned to the Council for Health Service Accreditation of Southern Africa (COHSASA) as arranged with COHSASA's representative.

These forms are designed to be used by both hospital personnel for the baseline and second internal surveys, and by the 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).

It is important to inform COHSASA if you experience problems with the criteria, or disagree with the way in which a specific criterion is written, its appropriateness, or its category or severity rating. Please mark these criteria with a star, and attach your comments on an addendum to the survey documents.

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

<u>Documents Checked</u>
Surveyor:
Surveyor:



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3.1 Implementation of Patient Rights and Responsibilities

3.1.1 Standard

The health facility has a patient rights and responsibilities policy.

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

Patient and family rights are a fundamental element of all contacts between the personnel of a health facility and patients and families. Thus, policies and procedures are developed and implemented to ensure that all staff members 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.

Admission to a health facility can be a frightening and confusing experience for patients, making it difficult for them to understand and act on their rights. Thus, the health facility provides information on patient and family rights and this is given to patients when they enter the health facility for care and is available throughout their stay, e.g. the statement may be displayed as a poster in the facility and must be appropriate to the patient's age, understanding and language. When written communication is not understood (effective or appropriate), the patient and family are informed of their rights in a manner they can understand.

	Criterion	Comments
		Recommendations
Criterion 3.1.1.1 Critical: '' Catg: Basic Management + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Organisational policy regarding patient and family rights is implemented.	
Criterion 3.1.1.2 Critical: '' Catg: Basic Management + Legality Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Where applicable, relevant charters, laws and regulations are included in organisational policies regarding patient and family rights.	



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Criterion 3.1.1.3	The personnel are trained on the policies and procedures and their participation in care processes.	
Critical: ''		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 2 Moderate		

3.2 Protection of Privacy

3.2.1 Standard

The health facility takes measures to protect patient privacy.

Standard Intent: The health facility 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 personnel, 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/her needs, and for providing care and health facilities over time. Documented and kept/stored patient medical and other health information in patients' records or other forms is important for understanding the patient's needs and providing care over time. The health facility respects such information as confidential and has implemented policies and procedures that protect such information from loss or misuse. The personnel respect the confidentiality of patient information by not posting information on the patient's door or at the nursing station and by not holding patient-related discussions in public places. The misuse of patient information can result in the patient's loss of dignity or employment, and damage to personal or family relationships. Such information can be misused by the personnel of the health facility, family members or others not authorised to have access to the information.

	Criterion	Comments
		Recommendations
Criterion 3.2.1.1	The patient's need for privacy is protected during all examinations, procedures and treatments.	
Critical: ''		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		



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Criterion 3.2.1.2 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.	
Criterion 3.2.1.3 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The patient's right to privacy is protected for all forms of counselling.	
Criterion 3.2.1.4 Critical: 0 Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Policies and procedures to prevent the loss or misuse of patient information are implemented.	
Criterion 3.2.1.5 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The policies include the right to confidentiality of patient records.	



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3.3 Right to Health Education

3.3.1 Standard

The health facility supports and protects the right of patients and families to participate in the patient care process.

Standard Intent: Every patient is offered the information and education he or she requires. Health facilities may choose to appoint education coordinators, education committees or they may work with all personnel to provide education in a coordinated manner.

	Criterion	Comments
		Recommendations
Criterion 3.3.1.1 Critical: '' Catg: Basic Management + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 2 Moderate	The health facility plans education consistent with its patient population.	
Criterion 3.3.1.2 Critical: '' Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 2 Moderate	There is an appropriate structure or mechanism for education throughout the health facility.	
Criterion 3.3.1.3 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Patient and family education promotes the concept of taking responsibility for one's own health care.	
Criterion 3.3.1.4 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The patient and his/her family are taught in a language and format that they can understand.	



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Criterion 3.3.1.5 Critical: '' Catg: Basic Management + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The health facility identifies and establishes relationships with community resources which support continuing health promotion and disease prevention education.	
Criterion 3.3.1.6 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is a uniform process for recording patient education information.	

3.4 Right to Treatment and to Refuse Treatment

3.4.1 Standard

The health facility respects the rights of patients and families to receive treatment and to refuse or discontinue treatment.

Standard Intent: Patients, or those making decisions on their behalf, may decide not to proceed with the planned care after it has been initiated. Their ability to do so will be controlled by applicable laws and regulations. The health facility informs patients and families about their right to make these decisions, about the potential outcomes that could result from these decisions and about their responsibilities related to such decisions. Patients and families are given information on any care and treatment alternatives. The personnel are informed of their responsibility to implement and respect the choices of patients.

	Criterion	Comments
		Recommendations
Criterion 3.4.1.1 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 2 Moderate	Patients are informed about their condition and the proposed treatment.	



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Criterion 3.4.1.2 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Patients and families are informed about their rights to refuse or discontinue treatment.	
Criterion 3.4.1.3 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Patients are informed about the consequences of such decisions.	

3.5 Right to Voice Complaints

3.5.1 Standard

The health facility informs patients and their families about the processes it has instituted to receive and act on complaints, conflicts and differences of opinion about patient care and the patient's right to participate in those 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 health facility and the patient, family or other decision-makers. These dilemmas may arise around issues of access, treatment or discharge. The health facility has established processes for seeking resolutions to such dilemmas and complaints. The health facility 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 3.5.1.1 Critical: 0 Catg: Basic Management + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is a mechanism to allow complaints to be heard and acted upon.	



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Criterion 3.5.1.2 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Patients are aware of their right to voice complaints and the processes by which to do so.	
Criterion 3.5.1.3 Critical: '' Catg: Evaluation + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Complaints are recorded, evaluated and analysed to allow interventions to be instituted.	



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3.6 Informed Consent

3.6.1 Standard

The health facility has a clearly defined process for obtaining consent.

Standard Intent: One of the main ways that patients are involved in their care decisions is by granting informed consent. The patient must be provided with all the information relating to the planned care to enable him or her to make decisions. The consent process is clearly defined by the health facility in policies and procedures. Relevant laws and regulations are incorporated into the policies and procedures.

Informed consent for care sometimes requires that people other than (or in addition to) the patient be involved in decisions about the patient's care. This is especially true when the patient does not have the mental or physical capacity to make care decisions, when culture or custom dictate that others make care decisions or when the patient is a child or minor. When the patient cannot make decisions regarding his or her care, a surrogate decision-maker is identified. When someone other than the patient gives the consent, that individual is noted in the patient's record.

	Criterion	Comments
		Recommendations
Criterion 3.6.1.1 Critical: <input type="checkbox"/> Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Policies and procedures guide the personnel in the process of obtaining informed consent.	
Criterion 3.6.1.2 Critical: <input type="checkbox"/> Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The health facility has a procedure, which is implemented, when others have to grant informed consent.	



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3.7 Access to Care

3.7.1 Standard

Patients have access to the health facility based on their identified healthcare needs and the health facility's mission and resources.

Standard Intent: Health facilities frequently serve communities with a diverse population. Patients may be aged, have disabilities, speak multiple languages or dialects, be culturally diverse or present other barriers that make the process of entering the health facility and receiving care very difficult. The health facility is familiar with these barriers and has implemented processes to eliminate or reduce these barriers during the entry process. For instance, wheelchairs will be available for the physically disabled, the personnel will be trained to communicate with the hard of hearing and translation services will be available for those who speak foreign languages. Mechanisms for meeting these needs will be documented and known to the personnel.

	Criterion	Comments
		Recommendations
Criterion 3.7.1.1 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 2 Moderate	The health facility renders services based on the needs of the population, but at least for eight hours a day, five days a week.	
Criterion 3.7.1.2 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The health facility has access to Emergency Medical Services (EMS).	
Criterion 3.7.1.3 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 2 Moderate	There are patients' appointment systems, where appropriate.	



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Criterion 3.7.1.4	Patients who are waiting are advised of any delays that may be experienced in receiving attention.	
Critical: ''		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

3.7.2 Standard

Measures are in place to ensure that patient access to the facility is facilitated by adequate infrastructural arrangements.

	Criterion	Comments
		Recommendations
Criterion 3.7.2.1 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	There is an access road to the facility.	
Criterion 3.7.2.2 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The condition of the road does not make it difficult for patients to reach the facility (e.g. traffic, road works, safety, ambulance access).	
Criterion 3.7.2.3 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The road is accessible throughout the year (e.g. take a situation like the rainy season into account).	



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Criterion 3.7.2.4 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Direction signs to the facility are clearly readable and up to date.	
Criterion 3.7.2.5 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	A telephone/emergency number is available.	
Criterion 3.7.2.6 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 2 Moderate	The name of the health facility and its purpose is clearly indicated on the site.	
Criterion 3.7.2.7 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Parking is made available close to the building entrance for patients, including the physically challenged.	
Criterion 3.7.2.8 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	There is wheelchair access to and within the building.	



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<p>Criterion 3.7.2.9</p> <p>Critical: ''</p> <p>Catg: Basic Management + Physical Struct</p> <p style="text-align: center;">Compliance</p> <p style="text-align: center;">NA NC PC C</p> <p>Default Severity for NC or PC = 3 Serious</p>	<p>Ramps and stairs include safety features such as rails.</p>	
<p>Criterion 3.7.2.10</p> <p>Critical: ''</p> <p>Catg: Basic Management + Physical Struct</p> <p style="text-align: center;">Compliance</p> <p style="text-align: center;">NA NC PC C</p> <p>Default Severity for NC or PC = 2 Moderate</p>	<p>Directions to the different departments are clearly indicated.</p>	



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3.8 Information for Patients about the Services Offered

3.8.1 Standard

The health facility has a process for informing patients and their families about its services and how to access those services.

Standard Intent: To improve access to its services, the health facility provides information to the community on its services and hours of operation and how to obtain care.

During the entry process, patients and their families receive sufficient information to make informed decisions about seeking care. Information is provided on proposed care, the expected results, and any expected cost to the patient or family for that care, when this is not paid for by a public or private source. Patients and families need complete information on the care and services offered by the health facility and on how to access those services. Providing this information is essential to building open and trusting communication between patients, families and the health facility. This information helps to match the patient's expectations to the ability of the health facility to meet those expectations. When the necessary care is beyond the health facility's mission and capabilities, information on alternative sources of care and services is provided

For patients and families to participate in care decisions, they need basic information regarding the medical conditions found during assessment and on the proposed care and treatment. Patients and families understand when they will be given this information and who is responsible for giving them. Patients and families understand the kinds of decisions that must be made about care and how to participate in those decisions. In addition, patients and families need to understand the health facility's process for obtaining consent and which care processes, tests, procedures and treatments require their consent.

While some patients may not wish to personally participate in the decisions regarding their care, they are nevertheless given the opportunity, and can choose to participate through a family member or friend or a surrogate decision-maker.

	Criterion	Comments
		Recommendations
Criterion 3.8.1.1 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 2 Moderate	Patients are given information about the care and services provided by the health facility.	
Criterion 3.8.1.2 Critical: '' Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 2 Moderate	Information is provided in a way and in a language that is understood by those making the care decisions.	



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Criterion 3.8.1.3	Information on services, hours of operation and processes for obtaining care is provided to agencies and referral sources in the community and to the population served.	
Critical: ''		
Catg: Basic Process + Patient Care		
<p style="text-align: center;">Compliance</p> <p style="text-align: center;">NA NC PC C</p>		
Default Severity for NC or PC = 2 Moderate		