

Joint Commission Standards 2012

This document provides a brief overview of the JC standards that relate to patient education. For more detail, view the complete standard in the Joint Commission Accreditation Manual. See link on the main EED Patient Education page or go to:

Start/Partners Applications/Clinical References/Joint Commission - HOSP

PC.02.03.01: The hospital provides patient education and training based on each patient's needs and abilities.

Important points:

1. Acute care patients are discharged with instructions for self-care.
2. Patient education influences the patient's outcome and promotes healthy behaviors.
3. The organization needs to assess the patient's learning needs and use educational methods and instruction that match the patient's level of understanding.

Elements of Performance:

- Perform a learning needs assessment that includes the patient's cultural and religious beliefs, emotional barriers, desire and motivation to learn, physical or cognitive limitations, and barriers to communication.
- Provide education and training based on the assessed needs.
- Coordinate patient education and training between all disciplines involved in the patient's care, treatment, and services.
- Based on the patient's condition and assessed needs, the education and training provided to the patient by the hospital include any of the following:
 - An explanation of the plan for care, treatment, and services
 - Basic health practices and safety
 - Information on the safe and effective use of medications (See also MM.06.01.01, EP 9; MM.06.01.03, EPs 3-6)
 - Nutrition interventions (for example, supplements) and modified diets
 - Discussion of pain, the risk for pain, the importance of effective pain management, the pain assessment process, and methods for pain management
 - Information on oral health
 - Information on the safe and effective use of medical equipment or supplies provided by the hospital
 - Habilitation or rehabilitation techniques to help the patient reach maximum independence
 - Fall reduction strategies
- Evaluate the patient's understanding of the education and training.
- Provide education on how to communicate concerns about patient safety issues that occur before, during, and after care is received.

The following standards reference the need for patient education. To access these standards, visit the Regulatory Readiness page off of the Excellence Every Day site.

NPSG.03.05.01: Reduce the likelihood of patient harm associated with the use of anticoagulant therapy.

NPSG.03.06.01: Maintain and communicate accurate patient medication information.

NPSG.07.03.01: Implement evidence-based practices to prevent health-care associated infections due to multi-drug resistant organisms in acute care hospitals.

NPSG.07.04.01: Implement evidence-based practices to prevent central line-associated bloodstream infections

NPSG.07.05.01: Implement evidence-based practices to prevent surgical site infections

The following standards also reference the need for patient education. To access these standards, visit the Joint Commission Accreditation Manual by clicking on the link off of the Excellence Every Day site.

PC.02.03.03: The patient's personal hygiene is maintained.

PC.01.03.03: The hospital defines its patient behavior management policies.

PC.01.03.05: The hospital's use of behavior management procedures adhere to the patient's plan for care, treatment, and services and organization policy.

PC.03.01.03: The hospital provides the patient with care before initiating operative or other high-risk procedures, including those that require the administration of moderate or deep sedation or anesthesia.