

Relevant Standard: MM.06.01.01

The hospital safely administers medications.

Element of Performance: 9

Before administering a new medication, the patient or family is informed about any potential clinically significant adverse drug reactions or other concerns regarding administration of a new medication. (See also MM.06.01.03, EPs 3–6; PC.02.03.01, EP 10)

Program Titles

Antiarrhythmic Medications	Cardiology
Why Opioids Are Addictive	Mental & Emotional
Acute Pain Management	Quality of Care
Safe Use of Opioids	Quality of Care
Describing and Rating Your Pain	Quality of Care
Medications Used to Treat Heart Failure	Cardiology

Relevant Standard: MM.06.01.03

Self-administered medications are administered safely and accurately.

Note: The term "self-administered medication(s)" may refer to medications administered by a family member.

Element of Performance: 3

The hospital educates patients and families involved in self-administration about the following: Medication name, type, and reason for use. (See also MM.06.01.01, EP 9; PC.02.03.01, EP 10)

Program Titles

Antiarrhythmic Medications	Cardiology
Your Health Checklist: Taking Warfarin Safely	Cardiology
Emergency Treatment for a Heart Attack	Cardiology
Tips for Avoiding Medication Mistakes	Navigating Healthcare
Can I Split My Pills?	Quality of Care
Measuring Liquid Medications	Quality of Care
Storing Medications	Quality of Care
Tips for Swallowing Pills	Quality of Care
Medications Used to Treat Heart Failure	Cardiology
Diabetes Medications: Sitagliptin, Saxagliptin, Linagliptin, and Alogliptin	Medications

Element of Performance: 4

The hospital educates patients and families involved in self-administration about the following: How to administer medication, including process, time, frequency, route, and dose. (See also MM.06.01.01, EP 9; PC.02.03.01, EP 10)

Program Titles

Your Health Checklist: Taking Warfarin Safely	Cardiology
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Element of Performance: 5

The hospital educates patients and families involved in self-administration about the following: Anticipated actions and potential side effects of the medication administered. (See also MM.06.01.01, EP 9; PC.02.03.01, EP 10)

Program Titles

Antiarrhythmic Medications	Cardiology
Your Health Checklist: Taking Warfarin Safely	Cardiology

Relevant Standard: NPSG.03.05.01

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

Note: This requirement applies only to hospitals that provide anticoagulant therapy and/or long-term anticoagulation prophylaxis (for example, atrial fibrillation) where the clinical expectation is that the patient's laboratory values for coagulation will remain outside normal values. This requirement does not apply to routine situations in which short-term prophylactic anticoagulation is used for venous thromboembolism prevention (for example, related to procedures or hospitalization) and the clinical expectation is that the patient's laboratory values for coagulation will remain within, or close to, normal values.

Element of Performance: 6

A written policy addresses baseline and ongoing laboratory tests that are required for anticoagulants.

Program Titles

General Safety Tips While Taking an Anticoagulant Cardiology

Element of Performance: 7

Provide education regarding anticoagulant therapy to prescribers, staff, patients, and families. Patient/family education includes the following:

- The importance of follow-up monitoring
- Compliance
- Drug-food interactions
- The potential for adverse drug reactions and interactions

Program Titles

Your Health Checklist: Taking Warfarin Safely Cardiology
 Your Care at Home: Taking Blood Thinners Cardiology

Relevant Standard: NPSG.03.06.01

Maintain and communicate accurate patient medication information.

Element of Performance: 4

Provide the patient (or family as needed) with written information on the medications the patient should be taking when he or she is discharged from the hospital or at the end of an outpatient encounter (for example, name, dose, route, frequency, purpose).

Note: When the only additional medications prescribed are for a short duration, the medication information the hospital provides may include only those medications. For more information about communications to other providers of care when the patient is discharged or transferred, refer to Standard PC.04.02.01.

Program Titles

Your Care at Home: Managing Your Medicine Quality of Care
 Heart Failure Medications: Beta Blockers Medications

Element of Performance: 5

Explain the importance of managing medication information to the patient when he or she is discharged from the hospital or at the end of an outpatient encounter.

Note: Examples include instructing the patient to give a list to his or her primary care physician; to update the information when medications are discontinued, doses are changed, or new medications (including over-the-counter products) are added; and to carry medication information at all times in the event of emergency situations. (For information on patient education on medications, refer to Standards MM.06.01.03, PC.02.03.01, and PC.04.01.05.)

Program Titles

Your Care at Home: Managing Your Medicine Quality of Care
 Taking Your Heart Medications Cardiology
 Heart Failure Medications: Beta Blockers Medications
 Diabetes Medications: Sitagliptin, Saxagliptin, Linagliptin, and Alogliptin Medications

Relevant Standard: NPSG.07.05.01

Implement evidence-based practices for preventing surgical site infections.

Element of Performance: 2

Educate patients, and their families as needed, who are undergoing a surgical procedure about surgical site infection prevention.

Program Titles

Your Care at Home: After Surgery

Quality of Care

Relevant Standard: PC.01.02.07

The hospital assesses and manages the patient's pain.

Element of Performance: 5

The hospital involves patients in the pain management treatment planning process through the following:

- Developing realistic expectations and measurable goals that are understood by the patient for the degree, duration, and reduction of pain
- Discussing the objectives used to evaluate treatment progress (for example, relief of pain and improved physical and psychosocial function)
- Providing education on pain management, treatment options, and safe use of opioid and non-opioid medications when prescribed (See also RI.01.02.01, EPs 2–4, 8; RI.01.03.01, EP 1)

Program Titles

Acute Pain Management

Quality of Care

Safe Use of Opioids

Quality of Care

Describing and Rating Your Pain

Quality of Care

Element of Performance: 8

The hospital educates the patient and family on discharge plans related to pain management including the following:

- Pain management plan of care
- Side effects of pain management treatment
- Activities of daily living, including the home environment, that might exacerbate pain or reduce effectiveness of the pain management plan of care, as well as strategies to address these issues
- Safe use, storage, and disposal of opioids when prescribed

Program Titles

Acute Pain Management

Quality of Care

Safe Use of Opioids

Quality of Care

Describing and Rating Your Pain

Quality of Care

Relevant Standard: PC.02.01.19

The hospital recognizes and responds to changes in a patient's condition.

Note: Hospitals are not required to create "rapid response teams" or "medical emergency teams" in order to meet this standard. The existence of these types of teams does not mean that all of the elements of performance are automatically achieved.

Element of Performance: 2

The hospital develops written criteria describing early warning signs of a change or deterioration in a patient's condition and when to seek further assistance.

Program Titles

Stroke Care: Every Minute Counts

Neurology

Relevant Standard: PC.02.03.01

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

Element of Performance: 10

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

Program Titles

Antiarrhythmic Medications	Cardiology
Your Health Checklist: Taking Warfarin Safely	Cardiology
Your Care at Home: After a Heart Attack	Cardiology
Your Care at Home: After Surgery	Quality of Care
Your Care at Home: Managing Your Medicine	Quality of Care
Your Care at Home: Taking Blood Thinners	Cardiology
Understanding Atrial Fibrillation	Cardiology
Living with Atrial Fibrillation	Cardiology
Treating Atrial Fibrillation	Cardiology
What is Electrical Cardioversion?	Cardiology
What is Ablation?	Cardiology
Controlling Your Blood Pressure When You Have Heart Disease	Cardiology
Controlling Your Risk Factors for a Healthier Heart	Cardiology
Exercise and Heart Disease	Cardiology
Managing Diabetes and Heart Disease	Cardiology
Reducing Heart Disease by Lowering Your Cholesterol	Cardiology
Taking Your Heart Medications	Cardiology
Heart Failure Medications: Beta Blockers	Medications
Understanding Cholesterol and Heart Disease	Cardiology
Risk Factors for Heart Disease	Cardiology
Lowering Cholesterol with Diet and Exercise	Cardiology
Medications to Lower Cholesterol	Cardiology
Stroke Care: Every Minute Counts	Neurology
Why Opioids Are Addictive	Mental & Emotional
Strategies to be a Successful Caregiver	Wellness
Emotions and Relationships	Cardiology
Acute Pain Management	Quality of Care
Safe Use of Opioids	Quality of Care
Describing and Rating Your Pain	Quality of Care
Managing Depression: Overcoming Barriers and Getting Help	Mental & Emotional
Healthy Living After a Heart Attack: Staying Positive	Cardiology
Healthy Living After a Heart Attack: Exercise	Cardiology
Symptoms of a Heart Attack	Cardiology

After a Heart Attack: Discharge Day	Cardiology
Healthy Living After a Heart Attack: Understanding Risk Factors	Cardiology
Tips for Avoiding Medication Mistakes	Navigating Healthcare
Quit Tips	Wellness
Can I Split My Pills?	Quality of Care
Measuring Liquid Medications	Quality of Care
Storing Medications	Quality of Care
Tips for Swallowing Pills	Quality of Care
Your Heart and Humidity	Cardiology
Heart Health and Sex	Cardiology
Clot-Dissolving Drugs for Heart Attack and Stroke	Neurology
Monitoring Symptoms of Heart Failure	Cardiology
Heart Failure: Preparing for Discharge	Cardiology
Living with Heart Failure: Building a Support Network	Cardiology
Living with Heart Failure: Strategies to Reduce Sodium	Cardiology
Managing Your Heart Failure Medications	Cardiology
Medications Used to Treat Heart Failure	Cardiology
What is Heart Failure?	Cardiology
What Your Heart Failure Diagnosis Means	Cardiology
Understanding Ejection Fraction	Cardiology
The Female Risk Factor for Developing Heart Disease	Cardiology
Women and Heart Disease: Weight Management, Diabetes and Exercise	Cardiology
Hormone Replacement Therapy and Heart Disease	Cardiology
Heart Attack in Women: Symptoms and Treatment	Cardiology
Diabetes Medications: Sitagliptin, Saxagliptin, Linagliptin, and Alogliptin	Medications
Stress and Blood Pressure	Cardiology
Aspirin and Heart Disease	Cardiology
Control Hypertension	Cardiology
Coronary Artery Disease – When Are Heart Attacks Most Likely to Occur?	Cardiology
Cholesterol - Alcohol & Folic Acid Benefits	Cardiology
Aspirin Effects During a Heart Attack	Cardiology
The Impact of Exercise on Stroke Prevention and Recovery	Neurology
Your Stroke Recovery Plan	Neurology
Stroke: Hospital Discharge	Neurology
The Benefits of Cardiac Rehabilitation	Cardiology
What is Deep Vein Thrombosis?	Cardiology
Recognizing and Treating DVT	Cardiology
Preventing DVT After Hospital Discharge	Cardiology
Repair or Replace: Options for Aortic Valve Disease	Cardiology
Recognizing Stroke Symptoms	Neurology
Your Recovery Team	Neurology
Why Do You Need Transcatheter Aortic Valve Replacement?	Cardiology
Exercise - Discover the Importance of Warming Up Your Body Before Exercise	Wellness
Exercise and Leg Circulation	Wellness
Exercise and Nutrition – Find out about the best exercise to burn calories	Wellness
Low-Carb Diets: How Do They Work	Wellness

No Fat Veggies	Wellness
Salt Substitutes	Wellness
Patient Rights in the Hospital	Navigating Healthcare
Creating a Quit Tobacco Plan	Wellness
Why People Use Tobacco	Wellness
Anticoagulants: How a Blood Clot Forms	Cardiology
General Safety Tips While Taking an Anticoagulant	Cardiology
Depression: More Than Sadness	Mental & Emotional
The Challenges of Healthy Eating	Wellness
The Risks of Being Overweight	Wellness

Relevant Standard: 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.

Element of Performance: 4

Before operative or other high-risk procedures are initiated, or before moderate or deep sedation or anesthesia is administered: The hospital provides the patient with preprocedural education, according to his or her plan for care.

Program Titles

Treating Atrial Fibrillation	Cardiology
What is Electrical Cardioversion?	Cardiology
What is Ablation?	Cardiology

Relevant Standard: PC.04.01.05

Before the hospital discharges or transfers a patient, it informs and educates the patient about his or her follow-up care, treatment, and services.

Element of Performance: 2

Before the patient is discharged, the hospital informs the patient, and also the patient's family when it is involved in decision making or ongoing care, of the kinds of continuing care, treatment, and services the patient will need.

Program Titles

Your Health Checklist: Taking Warfarin Safely	Cardiology
Taking Your Heart Medications	Cardiology
Stroke Care: Every Minute Counts	Neurology
The Benefits of Cardiac Rehabilitation	Cardiology

Element of Performance: 7

The hospital educates the patient, and also the patient's family when it is involved in decision making or ongoing care, about how to obtain any continuing care, treatment, and services that the patient will need.

Program Titles

Caring for Your Loved One	Wellness
Strategies to be a Successful Caregiver	Wellness
Emotions and Relationships	Cardiology
Healthy Living After a Heart Attack: Exercise	Cardiology
Symptoms of a Heart Attack	Cardiology
Emergency Treatment for a Heart Attack	Cardiology
After a Heart Attack: Discharge Day	Cardiology
Monitoring Symptoms of Heart Failure	Cardiology

Heart Failure: Preparing for Discharge	Cardiology
Medications Used to Treat Heart Failure	Cardiology
Understanding Ejection Fraction	Cardiology
Your Stroke Recovery Plan	Neurology
Stroke: Hospital Discharge	Neurology
The Benefits of Cardiac Rehabilitation	Cardiology
Recognizing Stroke Symptoms	Neurology

Relevant Standard: RI.01.03.01

The hospital honors the patient's right to give or withhold informed consent.

Element of Performance: 2

The informed consent process includes a discussion about the following:

- The patient's proposed care, treatment, and services.
- Potential benefits, risks, and side effects of the patient's proposed care, treatment, and services; the likelihood of the patient achieving his or her goals; and any potential problems that might occur during recuperation.
- Reasonable alternatives to the patient's proposed care, treatment, and services. The discussion encompasses risks, benefits, and side effects related to the alternatives and the risks related to not receiving the proposed care, treatment, and services.

Program Titles

Understanding Cholesterol and Heart Disease	Cardiology
Risk Factors for Heart Disease	Cardiology
Lowering Cholesterol with Diet and Exercise	Cardiology
Medications to Lower Cholesterol	Cardiology