Standards for Patient Centered Communication

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Objective for Session

• Examine accreditation standards for communications between patients and providers.

Scope of Issues

• Cultural, language and communication barriers – together or alone - have great potential to lead to mutual misunderstandings between patients and their health care providers.

• From
• "What Did the Doctor Say?:" Improving Health Literacy to Protect Patient Safety”, Joint Commission, 2007

New Requirements

• Effective communication
• Cultural competence
• Patient/Family centered care

• Effective January 2011, scored Jan. 2012
• Component of quality care and patient safety, increases patient satisfaction and adherence with treatment

Patient/Family Centered Care

• Access to understandable health information is essential to empower patients to participate in their care and patient-centered organizations take responsibility for providing access to that information.

• From Crossing the Quality Chasm
• Institute of Medicine

New HR.01.02.01 EP1

• Hospital defines qualifications and competencies for *interpreters* and *translators*
  – For clarity, 2 different roles
    • Interpreters - spoken word
    • Translators - written word
  – Untrained persons should not be used during medical encounters
  – Skills, professional practice standards and code of ethics
  – Employed or contracted services
New PC.02.01.21

- Hospital effectively communicates when providing care, treatment and services
  - Needed for patient safety
  - All communications, oral and written
- EP 1 - Identify oral and written communication needs, including language preference for talking
- EP 2 - Hospital communicates with patient in a way that meets patient's needs

What does this mean for hospitals?

- Plain language for all communications (oral and written) with patients and families across health system
  - Not just patient education resources written in plain language but letters, consents, discharge instructions, etc.
  - Do you have a policy related to plain language communications?
  - What education may be needed by clinicians to help them communicate in plain language?

New RC.02.01.01

- Medical record includes demographics for:
  - Communication needs (language, special needs, personal devices)
  - Preferred language
  - Race
  - Ethnicity
- Is it part of your EMR?

New RI.01.01.01

- Hospital allows person to be present with patient for emotional support during course of stay
  - Family member, friend or other
  - Incorporating concepts of patient and family centered care
  - Not intended to dictate visitation policy but raise awareness of need to include persons patient identifies as important
- Hospital prohibits discrimination based on various factors

New RI.01.01.03

- Hospital provides language interpretation and translation services
  - Employed or contracted
  - Interpretation in person, via phone or video
  - Hospital determines translated documents and languages needed
- Hospital provides patients with vision, speech, hearing or cognitive issues with information in manner that meets patient's needs

What does this mean for hospitals?

- Translations
  - What documents?
  - Are the documents in plain language before translation?
  - Which languages need to be provided to meet needs of community served
    - Based on HHS, Title VI – Eligible language group constitutes 5% or 1,000, whichever is less
  - Do you have a policy related to translations?
  - Expense that is not reimbursable
Culture, language, and literacy

- What do we know about our patients?
  - Cultural background
  - Spiritual beliefs and practices
  - Languages spoken in community
  - Literacy level in community
- Do we address Title VI and CLAS requirements?
- Do we provide necessary services to diverse populations in our service community?

Culture and language diversity

- Work with community to identify and address concerns
- Demonstrate respectful atmosphere for diversity throughout organization
- Train staff to work with interpreters and use language services
- Provide signage in English and major languages served
- Provide resources in various formats—pictures and videos

Questions and Thoughts

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