

# Hospital Accreditation Standards by Functional Category

Hospital Type 3 <3rd G: Ver. 2.0>

Evaluation Viewpoints/Elements

May 12, 2017, edition

The underlines in each item show the changes from (3rd G: Ver. 1.1).



**May-17, 2017**

**Japan Council for Quality Health Care**

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## 1 Promotion of patient-centered healthcare

### 1.1 Healthcare delivered in accordance with patients' wishes

#### 1.1.1 Patient rights are clarified and efforts to protect them are made.

< Evaluation viewpoints >

- Evaluate whether patient rights are defined and are protected in clinical practice.

< Evaluation elements >

- Contents of patient rights
- Stipulation of patient rights
- Dissemination to patients/families and hospital staff
- State of rights protection
- State of medical record disclosure at a patient's request

#### 1.1.2 Explanations are given to patients in an easily comprehensible manner before consent is obtained.

< Evaluation viewpoints >

- Evaluate whether what should be explained is explained clearly, and whether patients' wishes are respected when consent is obtained.

< Evaluation elements >

- Policy, criteria, and written procedures for informed consent
- Status of the informed consent, confirmation by the manager concerning the informed consent
- Control and management of informed consent form
- Response to a request for a second opinion

#### 1.1.3 Medical records are shared with patients to promote their involvement in healthcare.

< Evaluation viewpoints >

- Evaluate whether necessary information is provided to patient and shared between patients and healthcare professionals in order to encourage patients' initiative in medical treatment/care.

< Evaluation elements >

- Sharing of information needed for medical treatment/care
- Support/measures for the promotion of better understanding of patients

#### 1.1.4 A patient support system is in place for the promotion of dialogue with patients.

##### < Evaluation viewpoints >

- Evaluate that the patient support system has been established, including that consultation services or personnel are clarified for patients to consult easily, or that staff members with necessary experience and knowledge are in place.

##### < Evaluation elements >

- Establishment of a patient counseling office to handle various consultation requests made by patients/families
- Explanation/dissemination to patients/families
- Deployment of personnel who respond to consultation requests
- Policy for dealing with suspected cases of abuse of children, the elderly or the disabled, or violence from a spouse
- Approach associated with patient support

#### 1.1.5 Patients' personal information/privacy is properly protected.

##### < Evaluation viewpoints >

- Evaluate whether personal information and privacy are protected.

##### < Evaluation elements >

- Development of a privacy protection policy and dissemination thereof to hospital personnel
- Physical/technical protection of personal information
- Consideration for privacy in healthcare
- Consideration for privacy in daily life

#### 1.1.6 Continuously address ethical issues in clinical settings

##### < Evaluation viewpoints >

- Evaluate that there is a system considering challenges regarding clinical ethics as a hospital, and policy/philosophy on major ethical issues are defined to continuously approach resolutions.

##### < Evaluation elements >

- Policy regarding major ethical issues
- Ensuring of opportunities to share and consider ethical challenges
- Continued efforts for ethical issues



1.2 Dissemination of information to and collaboration with the local community
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## 1.2.1 Necessary information is disseminated clearly to the local community.

## &lt; Evaluation viewpoints &gt;

- Evaluate that information such as medical service or performance provided by the hospital are delivered to patients or medical facilities.

## &lt; Evaluation elements &gt;

- Public information on the medical service provided by the hospital
- Periodic updating of the information
- Disclosure of treatment outcomes

## 1.2.2 The hospital understands the healthcare functions/needs in the local community and cooperates properly with other healthcare-related institutions, etc.

## &lt; Evaluation viewpoints &gt;

- Evaluate whether the hospital understands the state and needs of the local medical services and cooperates with other healthcare-related institutions, etc.

## &lt; Evaluation elements &gt;

- Understanding of the status/needs of regional medical facilities
- Cooperation with the local medical facilities based on the geographical conditions, policy-based medical service that should be provided, and the philosophy
- Handling of referral and reverse referral between hospitals

## 1.2.3 The hospital conducts educational/awareness activities concerning healthcare for the local community.

## &lt; Evaluation viewpoints &gt;

- Evaluate that education/enlightenment activities for patients/local community and local medical facilities are performed depending on roles/functions of the hospital.

## &lt; Evaluation elements &gt;

- State of activities that contribute to health promotion in the community
- Implementation of training sessions or support regarding medical expertise or techniques for healthcare-related institutions, etc., in the community

1.3 Measures for patient safety assurance
---

## 1.3.1 A system is established for safety assurance.

## &lt; Evaluation viewpoints &gt;

- Evaluate that the systems related to medical safety have been in place, including the placement of the personnel, establishment of committee, and that the systems, assigned with necessary authority, are effectively operating under the cooperation with the manager.

## &lt; Evaluation elements &gt;

- The organizational structure consists of various professions regarding medical safety
- Preparation of the various manuals with considerations on the patient's safety aspects, as well as the revision and notification as needed
- Function of the committees related to safety management
- Cooperation system with the manager towards resolving problems with medical safety

## 1.3.2 Information is collected and consideration is given for safety assurance.

## &lt; Evaluation viewpoints &gt;

- Evaluate that information regarding in-hospital medical safety has been collected and analyzed, and continuous improvement activities for accident prevention are implemented.
- Evaluate whether information on medical accidents and safety enhancement in other medical institutions is collected in order to utilize the information for accident prevention in the hospital.

## &lt; Evaluation elements &gt;

- Collection of any accidents/incidents occurring in the hospital
- Collection of safety-related information of other medical institutions
- Analysis of the obtained data and consideration of recurrence prevention measures
- Confirmation of the outcome of safety measures and revision thereof as needed

1.4 Measures for control of healthcare-related infections
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## 1.4.1 A system is established for the control of healthcare-related infections.

## &lt; Evaluation viewpoints &gt;

- Evaluate that the systems related to the healthcare-associated infection control have been in place, including the placement of the personnel, establishment of committee, and that the systems, assigned with necessary authority, are effectively operating under the cooperation with the manager (hospital director).

## &lt; Evaluation elements &gt;

- The organizational structure consisted of various professions regarding the healthcare-associated infection control
- Cooperation system with the manager (hospital director) towards the healthcare-associated infection control
- Functions of the committees related to the infection
- Preparation of the manuals/guidelines on the healthcare-associated infection control, as well as the revision and notification as needed

## 1.4.2 Information is collected and consideration is given for the control of healthcare-related infections.

## &lt; Evaluation viewpoints &gt;

- Evaluate that information regarding in-hospital medical safety has been collected and analyzed, and continuous improvement activities for the infection prevention are implemented.
- Evaluate whether information on infection outbreaks and infection prevention measures in other medical institutions is collected and analyzed in order to reflect the information in the hospital's infection prevention measures.

## &lt; Evaluation elements &gt;

- Determination of incidence of nosocomial infections
- Continuous/periodic understanding of the activity to prevent nosocomial infections
- Analysis and consideration of the obtained data
- Response to an outbreak
- Collection of information on epidemics occurring outside the hospital
- Cooperation with the local community concerning the infection control

1.5 Measures for continuous quality improvement
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1.5.1 Patients/families are listened to, and their opinions are utilized for quality improvement.

< Evaluation viewpoints >

- Evaluate whether opinions/requests of patients/families are positively collected and responded to.

< Evaluation elements >

- Collection of opinions/complaints
- Planning and implementation of countermeasures
- Feedback to patients/families

1.5.2 Activities are performed for improvement of medical service quality.

< Evaluation viewpoints >

- Evaluate the state of improvement activities for medical services such as case conference, use of clinical practice guidelines, collection/analysis of related data on clinical indicators, and standardization of medical practice.

< Evaluation elements >

- Holding of a case conference
- Use of clinical practice guidelines
- Preparation/revision of a clinical pathway (critical pathway)
- Collection/analysis of related data on clinical indicators

1.5.3 Continuously address quality improvement of operations

< Evaluation viewpoints >

- Evaluate the state of improvement activities which are continuously and proactively performed by the hospital.

< Evaluation elements >

- Interdisciplinary improvement activities
- Evaluation of systematic hospital functions
- Response to observations of on-site inspections

1.5.4 While taking into consideration ethics/safety aspects, new medical care/regimens and techniques have been developed and introduced

< Evaluation viewpoints >

- When implementing the new treatments and introducing new technologies, evaluate the system where the necessary information has been collected, and the clinical course after the implementation can be followed as a hospital under the ensuring of the adequate education period and consideration for ethics/safety aspects.
- Evaluate that all participants who engage in the medical research involving human subjects adequately understand the contents of the ethical guidelines and various types of research are carried out through review and approval in line with the in-hospital regulation.

< Evaluation elements >

- Policy/criteria established as a organization for additional introduction of technologies
- Periodic evaluation and efficacy assessment of the new treatments
- Implementation process of the medical research involving human subjects

1.6 Enhancement and convenience of medical care environment
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## 1.6.1 Consideration is given to convenience/comfortableness of patients/visitors.

## &lt; Evaluation viewpoints &gt;

- Evaluate the convenience/comfortableness from the perspective of hospital users including patients, families and visitors.

## &lt; Evaluation elements &gt;

- Attention to accessibility to the hospital
- Consideration for meeting patients' wishes regarding hospital stay
- Facilities and services as an extension of daily life
- Assurance of means of obtaining information and means of communication during hospitalization

## 1.6.2 Facilities and equipment are installed with attention to elderly and disabled people.

## &lt; Evaluation viewpoints &gt;

- Evaluate whether facilities and equipment are installed with attention to the elderly and disabled. Evaluate whether there is some operational schemes, in cases where improvement of facilities and equipment is structurally difficult.

## &lt; Evaluation elements &gt;

- Barrier-free environment in the hospital
- Installation of handrails
- Wheelchair-accessible facilities/equipment
- Availability of necessary fixtures

## 1.6.3 Medical treatment environments are created.

## &lt; Evaluation viewpoints &gt;

- Evaluate whether hospital environments are improved based on the hospital's functions.

## &lt; Evaluation elements &gt;

- Securing of places necessary for medical treatment/care
- Securing a comfortable space for patients
- Comfortable hospital ward/room environment

- Tidy and clean hospital environment
- Provision of clean bedding
- Convenience/cleanliness/safety of toilets/bathrooms

1.6.4 Measures are taken for curbing passive smoking.

< Evaluation viewpoints >

- Evaluate whether the hospital is smoke free, which is appropriate for hospitals that are supposed to promote health.

< Evaluation elements >

- Ensuring of non-smoking policy in the entire building
- Patient education on smoking cessation
- Promotion of smoking cessation in the hospital staff

## 2 Quality medical practice 1

### 2.1 Quality and safety assurance in medical treatment/care

2.1.1 A system of management/responsibility for medical treatment/care is clearly established.

< Evaluation viewpoints >

- Evaluate whether a system of management/responsibility for medical treatment/care is clearly established in order to provide safe and high-quality medical practice securely and continuously.

< Evaluation elements >

- The management/responsibility system in the hospital ward and outpatient unit
- Disclosure to patients/families
- Determination of implementation status of medical treatment/care by each responsible person

2.1.2 Medical records are adequately described.

< Evaluation viewpoints >

- Evaluate whether medical records are accurately prepared without delay.

< Evaluation elements >

- Legible description
- Description based on the standards
- Description of necessary information
- Description in a timely manner
- Checking for the content of the medical records (qualitative check)

2.1.3 Measures for prevention of misidentification of patients/sites/samples are taken.

< Evaluation viewpoints >

- Evaluate the state of introduction and implementation of preventive measures against misidentification such as measures against patient or sample misidentification, and an error in treatment site as well as a surgical time out.

< Evaluation elements >

- Continued efforts in cooperation with medical safety control department
- Identification of a patient
- Confirmation of a site of examination/treatment
- Confirmation of samples, etc.
- Preventive measures against misidentification of a tube



#### 2.1.4 Preventive measures against communication errors are implemented.

##### < Evaluation viewpoints >

- Evaluate whether information including physicians' instructions or examination results is transmitted promptly and accurately.

##### < Evaluation elements >

- Continued efforts for the preventive measures against communication errors
- Physicians' instructions/confirmation of their implementation
- Descriptions of prescription/order
- Receipt/implementation of instructions
- Secure reporting of examination results, etc.

#### 2.1.5 Measures are taken for the safe use of medications.

##### < Evaluation viewpoints >

- Evaluate that the measures for safe use, including the drug mix-up prevention, have been taken.

##### < Evaluation elements >

- Continued efforts, and cooperation with medical safety control department that are especially lead by the medical drug safety control manager
- Safe use and storage/handling of opioids, etc.
- Safe use and storage/handling of high-risk medications
- Methods of avoiding risks including duplicate dosing, drug interaction, and allergy
- Determination of incidence of adverse reactions and corresponding actions
- Preventive measures against drug misidentification
- Management/registry of regimens for drugs, as necessary, including anticancer agents
- Confirmation procedure for the use of drugs stored at the hospital ward

#### 2.1.6 Preventive measures for falls are taken.

##### < Evaluation viewpoints >

- Evaluate whether the risk of falling is assessed and preventive measures are taken based on the assessment results.

##### < Evaluation elements >

- Continued efforts in cooperation with medical safety control department
- Response to a fall
- Risk assessment of falling
- Planning/implementation of preventive measures

- Evaluation and review of the results of measures taken

### 2.1.7 Medical equipment is used in a safe manner.

#### < Evaluation viewpoints >

- Evaluate whether medical equipment, such as ventilators and infusion pumps, is used safely by personnel who have the necessary knowledge.

#### < Evaluation elements >

- Continued efforts, and cooperation with medical safety control department that are especially lead by the medical device safety control manager
- Education/training for hospital staff who use medical equipment
- Confirmation in reference to an operation manual
- Confirmation and unfailing communication of setup conditions
- Operation check of equipment

### 2.1.8 Patients who experience a sudden change in their condition are properly treated.

#### < Evaluation viewpoints >

- Evaluate whether training of cardiopulmonary resuscitation is conducted for all staff, and whether hospital emergency codes are defined and responded to appropriately.

#### < Evaluation elements >

- Definition of hospital emergency codes
- The system by which a sign of abrupt change is identified and addressed
- Periodic drills
- Status of installation/arrangement of emergency carts and resuscitation equipment

### 2.1.9 Activities are conducted for control of healthcare-related infections.

#### < Evaluation viewpoints >

- Evaluate the implementation status of infection prevention measures at each department in accordance with manuals/guidelines for healthcare-related infection control.

#### < Evaluation elements >

- Status of compliance regarding the standard preventive measures
- Actions in accordance with preventive measures for each infection route
- Thorough hand-hygiene (hand washing/hand disinfection)
- Wearing of personal protective equipment
- On-site handling of infectious waste
- Handling of linens/bedding with blood and body fluids

## 2.1.10 Antibiotics are used properly.

## &lt; Evaluation viewpoints &gt;

- Evaluate the system and activities for the promotion of proper use of antibiotics.

## &lt; Evaluation elements &gt;

- Consideration on the antimicrobial adoption/cancellation of adoption
- Introduction of a policy of the proper use of antibiotics
- Identification of phlogogenic organisms/infection sites
- Determination of antimicrobial susceptibility patterns of isolates collected at the hospital
- Periodic feedback of the antibiotic use to physicians

## 2.1.11 Ethical issues of patients/families are identified and addressed faithfully.

## &lt; Evaluation viewpoints &gt;

- Evaluate the status of measures actually taken for individual specific ethical issues arising in various clinical settings.

## &lt; Evaluation elements &gt;

- Determination of ethical issues facing patients/families
- System for considering ethical issues arising in medical treatment/care
- Response to ethical issues that are difficult to resolve

## 2.1.12 Medical treatment/care is given through multidisciplinary collaboration.

## &lt; Evaluation viewpoints &gt;

- Evaluate whether medical treatment/care of patients is performed as a team through multidisciplinary collaboration as necessary in order to respect patients' interests.

## &lt; Evaluation elements &gt;

- Implementation of medical treatment/care in a multidisciplinary manner
- Consideration and implementation of treatment strategies beyond departmental boundaries as necessary
- Involvement of a multidisciplinary specialized team
- Interdepartmental cooperation

2.2 Implementation of medical treatment/care through a team approach
--

## 2.2.1 Outpatients can receive medical treatment smoothly.

## &lt; Evaluation viewpoints &gt;

- Evaluate whether patients were examined smoothly, from the perspective of patients.

## &lt; Evaluation elements &gt;

- Explanations on information necessary for undergoing a medical examination
- Procedures for first visit, revisit, accounting, etc.
- Acceptance of referred patients
- Attention to waiting time
- Consideration for the patient's condition/urgency

## 2.2.2 Outpatient treatment is given properly.

## &lt; Evaluation viewpoints &gt;

- Evaluate whether patients' information is collected to conduct outpatient treatment safely according to the patient's condition.

## &lt; Evaluation elements &gt;

- Collection of patients' information
- Obtaining informed consent from patients
- Safe outpatient treatment
- Implementation status of patient instructions

## 2.2.3 Diagnostic testing is performed securely and safely.

## &lt; Evaluation viewpoints &gt;

- Evaluate whether examinations are performed securely and safely for outpatients and inpatients.

## &lt; Evaluation elements &gt;

- Determination of the necessity
- Explanation of the necessity and risks
- Obtaining of written consent for invasive examinations
- Implementation of safe examinations
- Patient transportation with attention to safety

- Monitoring of the patient's condition/response during and after testing
- Response to any test that cannot be performed at the hospital

#### 2.2.4 Hospitalization is decided properly.

##### < Evaluation viewpoints >

- Evaluate whether the necessity of hospitalization is determined medically, and whether consent is obtained from patients after a sufficient explanation is given.

##### < Evaluation elements >

- Consideration of the necessity of hospitalization based on a medical evaluation
- Consideration for patients' wishes
- Sufficient explanation to patients and obtaining of consent for hospitalization
- Flexible utilization of hospital beds

#### 2.2.5 A treatment plan is prepared after appropriate diagnosis and evaluation.

##### < Evaluation viewpoints >

- Evaluate whether a treatment plan is prepared based on medical diagnosis/evaluation, through multidisciplinary collaboration as necessary, in accordance with the wishes of patients/families.

##### < Evaluation elements >

- Diagnosis/evaluation according to the patient's condition
- Prompt preparation of a treatment plan based on diagnosis/evaluation
- Obtaining informed consent from patients and families
- Reflection of requests from patients/families
- Review of the treatment plan as necessary
- Use of a clinical pathway (critical pathway)

#### 2.2.6 The hospital properly responds to requests for medical consultation from patients/families.

##### < Evaluation viewpoints >

- Evaluate whether the hospital provides necessary consultation in each setting to patients/families who need medical consultation.

##### < Evaluation elements >

- Response to various consultation needs
- Arrangement/collaboration with social welfare facilities outside the hospital
- Arrangement/collaboration with hospital staff
- Documentation of consultation contents

### 2.2.7 Patients can be hospitalized smoothly.

#### < Evaluation viewpoints >

- Evaluate whether a system for smooth hospitalization of patients is established and implemented.

#### < Evaluation elements >

- Simple hospitalization procedures
- Explanation of hospital stay before hospitalization
- Explanation of the hospital ward upon admission

### 2.2.8 Physicians perform ward duties appropriately.

#### < Evaluation viewpoints >

- Evaluate whether necessary rounds or interviews are performed depending on the disease or the patient's condition under the leadership of a physician in interdisciplinary team care.

#### < Evaluation elements >

- Implementation of necessary rounds and determination of the disease condition
- Leadership in medical treatment
- Exchange of information with ward staff
- Interview with patients/families
- Prompt preparation of necessary documents

### 2.2.9 Nurses perform ward duties appropriately.

#### < Evaluation viewpoints >

- Evaluate that the daily living assistance and assistance works of the medical service have been conducted properly depending on the condition of disease and patients, and the administrative tasks of the hospital wards are implemented in a reliable manner.

#### < Evaluation elements >

- Determination of physical needs and daily life support
- Determination of psychological needs of patients/families and support
- Determination of social needs of patients/families and support
- Identification of the disease condition based on observation, and its care
- Assistant work for medical treatment
- Sharing of patient information with other health professionals
- Cooperation with other departments
- Ward management work



- The work assignment according to respective capabilities

### 2.2.10 Drug administration/injection is given reliably and safely.

#### < Evaluation viewpoints >

- Evaluate whether drug administration/injection is given reliably and safely depending on the patient's characteristics.

#### < Evaluation elements >

- Informed consent including an explanation of the necessity and risks
- Implementation status of instruction on drug compliance/medication history management
- Confirmation of patient name, drug name, dose, administration method, time, etc.
- Safe preparation of drugs
- Monitoring of the patient's condition/response during and after administration of drugs that require monitoring
- Confirmation of drug compliance

### 2.2.11 Transfusion/blood product administration is performed reliably and safely.

#### < Evaluation viewpoints >

- Evaluate whether transfusion, etc., is conducted safely according to the guidelines for proper use.

#### < Evaluation elements >

- Informed consent including an explanation of the necessity and risks
- Confirmation and documentation of patient name, type, form, lot number, dose, and administration method of transfusion
- Handling of emergency transfusion
- Consideration for indication of transfusion and a type of drug products
- Monitoring and documentation of the patient's condition/response during and after administration of drug products
- Testing for infection after transfusion therapy
- Adverse event reporting

### 2.2.12 Perioperative management is conducted properly.

#### < Evaluation viewpoints >

- Evaluate whether indication of surgery/anesthesia is considered carefully and whether pre-/post-operative management is performed properly.

#### < Evaluation elements >

- Consideration and documentation of indication and methods of surgery/anesthesia
- Informed consent for surgery/anesthesia
- Pre-/post-operative rounds
- Preventive measures against complications
- Patient transportation with attention to safety
- Patient care immediately after surgery
- Pre-/post-operative instructions

### 2.2.13 Management of severely ill patients is performed properly.

#### < Evaluation viewpoints >

- Evaluate whether necessary medical treatment/care is given depending on the severity of the patient's condition.

#### < Evaluation elements >

- Choice of an appropriate bed depending on the severity
- Medical treatment/care depending on the severity
- Involvement of related healthcare professionals

### 2.2.14 Preventive measure for decubitus ulcer and treatment thereof are performed properly.

#### < Evaluation viewpoints >

- Evaluate whether decubitus risk assessment is performed for patients, and whether prevention for decubitus ulcer and treatment thereof are provided by related healthcare professionals.

#### < Evaluation elements >

- Risk assessment of development of decubitus ulcer for individual patient
- Involvement of the pressure ulcer team/certified nurses/dermatologists as needed

- Consideration of posture (positioning) and a method/frequency of postural change and secure implementation thereof
- Evaluation of the state of decubitus ulcer and treatment thereof
- Consideration for bed/mat

#### 2.2.15 Nutritional management and dietary instruction are performed properly.

< Evaluation viewpoints >

- Evaluate that the nutritional management and dietary advice appropriate to the patient's condition, the support for eating/swallowing have been performed.

< Evaluation elements >

- Evaluation of nutritional status and eating/swallowing function
- Involvement of registered dietitian
- Choice of feeding method based on evaluation
- Determination of food allergy and corresponding measures
- Determination of food intake status
- Nutritional and dietary instructions as necessary
- Consideration for food form, device, safety and method

#### 2.2.16 Symptoms, etc., are alleviated properly.

< Evaluation viewpoints >

- Evaluate whether efforts are made to alleviate symptoms or pain that is annoying and uncomfortable for patients.

< Evaluation elements >

- Understanding of patients' complaints
- Implementation based on the standard evaluation/treatment methods
- Criteria for the use of opioids and utilization thereof on an as needed basis

#### 2.2.17 Rehabilitation is performed securely and safely.

< Evaluation viewpoints >

- Evaluate whether necessary rehabilitation is performed securely and safely depending on the patient's condition.

< Evaluation elements >

- Evaluation of the necessity of rehabilitation
- Preparation/planning of goals/an implementation plan based on the disease condition
- Informed consent including an explanation of the necessity and risks
- Consideration of social background or requests of patients/families
- Implementation of the rehabilitation based on the plan
- The method of understanding the progress of rehabilitation
- Evaluation of possible risks associated with rehabilitation, and consideration for safety
- Evaluation before and after rehabilitation

2.2.18 Physical restrictions are applied properly for safety assurance.

< Evaluation viewpoints >

- Evaluate whether physical or behavioral restrictions are properly applied for patients' safety as necessary.

< Evaluation elements >

- Respect for human rights
- Evaluation of the necessity of physical or behavioral restriction
- Informed consent including an explanation of the necessity and risks
- Efforts toward avoidance/alleviation/lifting
- Monitoring of the patient's condition/response during the restriction
- Consideration for alleviation of concerns of patients/families

2.2.19 Support for hospital discharge is properly given to patients/families.

< Evaluation viewpoints >

- Evaluate whether discharge support is given depending on the patient's physical/mental condition and the patient's/family's social situation.

< Evaluation elements >

- Consideration for the continuity of medical treatment
- Informed consent for hospital discharge or change
- Instructions on medical treatment in accordance with the plan, and arrangement with other related institutions
- Provision of necessary information to medical facilities which the hospital cooperates with

2.2.20 Continued medical treatment/care is given to patients who require it.

< Evaluation viewpoints >

- Evaluate that necessary home care support is provided for the patients for whom the medical practice/care are continually required even after the hospital discharge.

< Evaluation elements >

- Communication on a clinical course during hospitalization
- Support for home care that is suitable to the patient's condition and living environment

#### 2.2.21 Terminal stage cases are handled properly.

< Evaluation viewpoints >

- Evaluate whether terminal stage cases are handled according to wishes of patients/families.

< Evaluation elements >

- Decision process of the terminal stage
- Preparation of a medical treatment/care plan through multidisciplinary collaboration
- Informed consent for a medical treatment/care plan in the terminal stage
- Medical practice/care with consideration for the sensitivity of patients/families, QOL of the patients
- Consideration for the treatment environment
- Response to a patient's death
- Confirmation of the wish to donate organs, and the correspondence
- Approval and implementation of the autopsy

### 3 Quality medical practice 2

#### 3.1 Functions comprising quality medical practice 1

##### 3.1.1 Drug control function is fulfilled properly.

< Evaluation viewpoints >

- Evaluate whether pharmacists are involved in the use and management of drugs in the entire hospital as well as in the drug control at the pharmaceutical department.

< Evaluation elements >

- Management system and cooperation with medical safety control department that are especially lead by the medical drug safety control manager
- Appropriate temperature/humidity management for each drug
- Identification and management of drugs brought into the hospital
- Maintenance of the hospital formulary
- Information gathering on the drug products, and the notification to the related departments
- Consideration for appropriateness of the introduction of a new drug and the reduction in drugs available in the hospital
- Involvement in preparation and mixture of injection drugs
- Preparation for a set of injection drugs per use
- Inspection of prescription and verification with the prescribing physician
- Confirmation after dispensation

##### 3.1.2 The laboratory test function is properly fulfilled.

< Evaluation viewpoints >

- Evaluate whether the hospital performs laboratory testing (including outsourced testing) properly in proportion to its function/size.

< Evaluation elements >

- Implementation of testing for necessary parameters
- Fast and reliable reporting process of examination results
- Handling of abnormal and critical values
- Laboratory examination handling process that does not cause a specimen crossing
- Implementation of accuracy management
- Handling of samples after testing
- Response to needs for testing at night and on weekends





### 3.1.3 The function of diagnostic imaging is properly fulfilled.

#### < Evaluation viewpoints >

- Evaluate whether the hospital performs diagnostic imaging properly in proportion to its function/size.

#### < Evaluation elements >

- Timely implementation
- Prompt reporting of diagnostic imaging results
- Quality assurance of diagnostic imaging
- Response to needs for diagnostic imaging at night and on weekends

### 3.1.4 The function of nutritional management is properly fulfilled.

#### < Evaluation viewpoints >

- Evaluate whether the hospital offers a comfortable and tasty diet securely and safely.

#### < Evaluation elements >

- Attention to appropriate timing/temperature
- Attention to patients' characteristics and taste
- Evaluation of meals and efforts for improvement
- Offering of meals with attention to hygiene
- Frozen storage of ingredients and cooked food

### 3.1.5 The rehabilitation function is properly fulfilled.

#### < Evaluation viewpoints >

- Evaluate whether rehabilitation is performed properly based on the functions/size of hospital.

#### < Evaluation elements >

- Response to necessary rehabilitation
- Collaboration with the primary physician
- Information sharing with the hospital ward etc.
- Systematic implementation and assurance of continuity
- Maintenance/inspection of equipment used in rehabilitation
- Evaluation and improvement of a rehabilitation program

### 3.1.6 The function of medical information management is properly fulfilled.

#### < Evaluation viewpoints >

- Evaluate whether medical information is managed properly in proportion to the functions/size of hospital.

#### < Evaluation elements >

- Centralized management of medical information
- Prompt retrieval and provision
- Preventive measures against misidentification of health records
- Access to/lending of medical records
- Formal checks for the medical records (Quantitative checks)
- Encoding of diagnoses and surgeries (Coding)

### 3.1.7 The function of medical equipment management is properly fulfilled.

#### < Evaluation viewpoints >

- Evaluate whether medical equipment is properly managed in proportion to the functions/size of hospital in order to ensure that the equipment works correctly.

#### < Evaluation elements >

- Centralized management of medical equipment
- A response system to deal with matters at night and on weekends
- Periodic inspections
- Consideration for standardization

### 3.1.8 The function of cleaning and disinfection is properly fulfilled.

#### < Evaluation viewpoints >

- Evaluate whether medical equipment and supplies are cleaned and disinfected properly in proportion to the functions/size of hospital.

#### < Evaluation elements >

- Centralized pre-cleaning/pre-disinfection of reusable equipment and supplies
- Quality assurance of disinfection
- Storage/management of disinfected equipment
- Stock quantities in proportion to the amount used and disinfection capability

3.2 Functions comprising quality medical practice 2
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## 3.2.1 The function of pathological diagnosis is properly fulfilled.

## &lt; Evaluation viewpoints &gt;

- Evaluate whether pathological diagnosis is properly made involving a pathologist commensurate to the functions/size of hospital.

## &lt; Evaluation elements &gt;

- Pathological examination handling process that does not cause a specimen crossing
- Assurance of accurate pathological diagnosis
- Fast and reliable reporting process of diagnostic results
- Storage/management of reports and samples of pathological diagnosis
- Storage/management of high-risk drugs

## 3.2.2 The function of radiotherapy is properly fulfilled.

## &lt; Evaluation viewpoints &gt;

- Evaluate whether radiotherapy is properly performed involving a radiation therapist in proportion to the functions/size of hospital.

## &lt; Evaluation elements &gt;

- Offering of necessary radiotherapy
- Preparation of a treatment plan and implementation of simulations
- Verification of planned doses by a radiation therapist
- Quality control of radiation therapy machine
- Storage/management of medical radioisotopes

## 3.2.3 The function of transfusion/blood management is properly fulfilled.

## &lt; Evaluation viewpoints &gt;

- Evaluate whether transfusion/blood management is conducted properly in order to perform secure and safe blood transfusion therapy.

## &lt; Evaluation elements &gt;

- Actual state of the administrative work by a responsible physician who supervises and directs all aspects of transfusion-related activities
- Clarification of persons in charge of ordering/storage/provision/return of blood products for transfusion
- Ordering/storage/provision/return/disposal of blood products
- Prompt provision of blood products as needed

- Storage/management of blood products in an exclusive cool box/freezer with a self-recording thermometer
- Recording/storage of lot numbers of blood products used
- Examination of the usage of blood products for transfusion

### 3.2.4 The function of operation/anesthesia is properly fulfilled.

#### < Evaluation viewpoints >

- Evaluate whether operation/anesthesia is performed smoothly and safely through collaboration by persons who are involved such as surgeon, anesthesiologist, nurse, etc.

#### < Evaluation elements >

- Schedule management
- Hygiene management of operation rooms
- Intraoperative patient management
- Assurance of safety at the time of awakening from anesthesia

### 3.2.5 The function of intensive care is properly fulfilled.

#### < Evaluation viewpoints >

- Evaluate whether the hospital fulfills the function of intensive care properly according to the diseases or the number of patients treated at the hospital.

#### < Evaluation elements >

- Staffing according to the function
- Installation of facilities/equipment according to the function
- Definition and compliance of the criteria for room access

### 3.2.6 The function of emergency medical treatment is properly fulfilled.

#### < Evaluation viewpoints >

- Evaluate that the emergency medical service appropriate to the medical function of your hospital has been performed while considering the demand of local emergency medical services, as well as education/training of the emergency medical service have been appropriately implemented.

#### < Evaluation elements >

- Policy and procedures for acceptance of emergency patients
- Response to cases where a patient cannot be accepted by the hospital
- Establishment of a response system to deal with emergencies at night and on weekends
- Handling of immediate hospitalization
- Response to suspected cases of abuse of children, the elderly or the disabled, or violence from a spouse
- Implementation of education/training of the emergency medical service

#### 4 Organizational management for achievement of ideals

##### 4.1 Administration of hospital organization and leadership of administrators/executives

###### 4.1.1 The hospital clarifies its ideals/basic policies.

###### < Evaluation viewpoints >

- Evaluate whether the hospital discloses its ideals/basic policies within and outside the hospital in an easily comprehensible manner, and whether they serve as a basis for the administration of hospital organization.

###### < Evaluation elements >

- Stipulation of the hospital's ideals and basic policies
- Consideration of basic policies as necessary
- Dissemination of the philosophy/basic policy to the staff members and notification to the outside of the hospitals

###### 4.1.2 The hospital administrators/executives exercise their leadership in hospital administration.

###### < Evaluation viewpoints >

- Evaluate in a comprehensive manner whether the hospital administrators/executives show a future vision of the hospital and exercise their leadership in hospital administration in order to realize the vision.

###### < Evaluation elements >

- Disclosure of the future vision of hospital to the hospital personnel
- Organizational management that improves staff morale
- Involvement in activities of clarification and resolution of operational issues

###### 4.1.3 Effective and systematic organizational administration is conducted.

###### < Evaluation viewpoints >

- Evaluate whether the hospital organization is streamlined, and whether the hospital is operated effectively and systematically.

###### < Evaluation elements >

- Appointment process of hospital executives, and the system of supervision/evaluation for activity of hospital executives
- Actual status of the organization that develops an outline of hospital operation

- Actual state of decision-making conference concerning hospital administration
- Communication within the hospital
- Organization structure and job assignment commensurate to the actual state of hospital
- Holding of meetings/committees necessary for hospital administration
- Preparation of a medium-/long-term plan with an look toward the future, at least 2 years into future
- Integrity in conjunction with the philosophy/basic policy and the medium/long-term plan, etc.
- Preparation of an annual business plan based on the medium-/long-term plan
- Target setting for each division/department and assessment of target achievement
- Functional continued existence plan of the hospital corresponding to the risks

4.1.4 Policies regarding information management are clarified for effective use of information.

< Evaluation viewpoints >

- Evaluate whether policies regarding management and use of information are clarified and whether information in the hospital is managed and used effectively based on the policies.

< Evaluation elements >

- Policies of management/use of information
- Integrated management of the information addressed in the hospitals
- Systematic implementation of introduction/utilization of an information system
- Utilization towards the improvement of medical quality, safety and efficiency
- Assurance of data authenticity and preservability

4.1.5 Clarify the policy for document control to have a system to control documents as an organization

< Evaluation viewpoints >

- Evaluate that the documents that should be controlled as a hospital are clarified, and that there is a system managed as a organization, based on the document control provisions.

< Evaluation elements >

- Responsible department/section or personnel to administer
- System of the transmission, reception, storage, preservation, and disposal
- Approval system of the nosocomial rules, manuals, etc.

4.2 Human resources/labor management
--------------------------------------

## 4.2.1 Human resources are acquired according to their roles/functions.

## &lt; Evaluation viewpoints &gt;

- Evaluate whether human resources is acquired in accordance with the size/functions and business volume of the hospital.

## &lt; Evaluation elements &gt;

- Procurement of necessary human resources in each division/department
- Staff acquisition and efforts and measures for augmentation of human resources

## 4.2.2 Human resources/labor management is properly conducted.

## &lt; Evaluation viewpoints &gt;

- Evaluate whether rules/regulations necessary for human resources/labor management are established, and whether labor management of the hospital staff is conducted properly.

## &lt; Evaluation elements &gt;

- Establishment of a system and rules/regulations for human resources/labor management
- Publication of the rules/regulations to hospital staff
- Labor management of hospital staff



#### 4.2.3 Safety and health administration of the hospital staff is properly conducted.

< Evaluation viewpoints >

- Evaluate whether the hospital conducts safety and health administration so that the hospital staff can work without undue worries.

< Evaluation elements >

- Establishment and activity status of a health committee
- Secure implementation of health examination
- Enhancement of working environment
- Handling of occupational/on-duty accidents
- Handling of occupational infections
- Psychological support for hospital staff
- Countermeasures against violent behavior in the hospital

#### 4.2.4 The hospital is committed to making the workplace attractive for the hospital personnel.

< Evaluation viewpoints >

- Evaluate whether the hospital provides specific support in order to motivate the hospital staff to do their job.

< Evaluation elements >

- Understanding of opinions/requests of hospital staff
- Actions for work support of hospital staff
- Attention to benefits for hospital staff

4.3 Education/training
------------------------

4.3.1 Education/training is properly provided to hospital personnel.

< Evaluation viewpoints >

- Evaluate that the education and training for staff members are continuously implemented according to the plan, and that participation in the education and training outside the hospital is supported.

< Evaluation elements >

- Implementation and evaluation of the continuous education/training based on the plan for all staff members
- Implementation of the education/training on the highly required challenges
- Efforts or measures for enhancing the effect of education/training
- Implementation of the training at the employment and the training for new employees
- Utilization of opportunities of external education/training sessions
- System and exploitation of the information provision necessary for the

education/training

#### 4.3.2 Capability assessment/development of hospital personnel is properly performed.

< Evaluation viewpoints >

- Evaluate the system that trains skilled personnel and utilize them, including the skill evaluation for an individual staff member, and the support for self-culture.

< Evaluation elements >

- Policy and system regarding the skill evaluation, capacity development of the staff members
- Objective evaluation on the capacity of an individual staff member
- Implementation of the capacity development of an individual staff member
- Establishment of the roles according to the respective capability and the scope of works

#### 4.3.3 The initial training depending on the specialized kind of work is performed

< Evaluation viewpoints >

- Evaluate that the initial training is properly conducted in order to obtain basic capacity depending on the specialized kind of work.

< Evaluation elements >

- Policy and plan of the initial training
- Implementation of training in accordance with the plan
- Evaluation of the trainees
- Training and evaluation of the leaders
- Evaluation and reviewing of the training program

#### 4.3.4 An internship program is properly implemented.

< Evaluation viewpoints >

- Evaluate whether an internship at hospital is properly carried out for each job according to the designated curriculum.

< Evaluation elements >

- System for accepting trainees
- Internship according to the curriculum
- Evaluation of residents and internship contents
- Education regarding medical safety/control of healthcare-related infections
- Rules for the involvement with patients/families
- System for handling accidents, etc. during internships

4.4 Business management
-------------------------

## 4.4.1 Financial/business management is properly conducted.

## &lt; Evaluation viewpoints &gt;

- Evaluate whether accounting is performed properly and whether determination of the business condition and business management by analysis are carried out appropriately.

## &lt; Evaluation elements &gt;

- Status of budget control
- Preparation of financial statements
- Accounting in accordance with the hospital accounting standards or equivalent rules
- A system of accounting audit
- Determination and analysis of the business condition

## 4.4.2 Medical administrative work is properly carried out.

## &lt; Evaluation viewpoints &gt;

- Evaluate whether cash handling at the counter and medical fee billing are carried out systematically and efficiently.

## &lt; Evaluation elements &gt;

- Cash handling at the counter
- Preparation/checking of a health insurance claim form and response to returned claims or a notice of abatement of medical fee
- System for compliance with the institutional criteria
- Handling of accounts receivable

## 4.4.3 Outsourcing of duties is effectively utilized.

## &lt; Evaluation viewpoints &gt;

- Evaluate whether the appropriateness of outsourcing is considered, and whether operations are managed properly after outsourcing.

## &lt; Evaluation elements &gt;

- Consideration of work contents and the appropriateness of outsourcing
- Outsourcee selection
- Determination of the implementation status of outsourced activities and consideration of the quality of outsourced activities
- Education for personnel involved in outsourced activities

- Response to an accident

4.5 Facilities/equipment management
-------------------------------------

## 4.5.1 Facilities and equipment are properly managed.

&lt; Evaluation viewpoints &gt;

- Evaluate whether facilities and equipment are installed in accordance with hospital roles/functions and managed properly.

&lt; Evaluation elements &gt;

- Installation of facilities/equipment according to the functions
- Daily inspection and maintenance management
- Emergency response
- Hospital cleaning
- Waste disposal
- Understanding of the current status, such as aging deterioration, and the response to the future

## 4.5.2 Hospital supplies are properly managed.

&lt; Evaluation viewpoints &gt;

- Evaluate whether the process of purchasing hospital supplies is clear, and whether quality control of the goods and inventory control are properly conducted.

&lt; Evaluation elements &gt;

- Selection of goods to be purchased
- Process of purchasing hospital supplies
- Expiration date management
- Status of inventory control
- Control of the disposable products

4.6 Hospital crisis management
--------------------------------

## 4.6.1 The hospital responds to disasters appropriately.

## &lt; Evaluation viewpoints &gt;

- Evaluate whether a response system is in place in preparedness for possible fire or large-scale disaster including drilling and stockpiling of disaster supplies.

## &lt; Evaluation elements &gt;

- Response to an outbreak of fire
- A responsibility system in emergency
- Response to a power outage
- Response to an outbreak of a large-scale disaster
- Implementation of the disaster exercise based on the functional continued existence plan of the hospital
- Management of dispatch and acceptance of the disaster medical assistance team and the medical rescue squad

## 4.6.2 Security activities are properly conducted.

## &lt; Evaluation viewpoints &gt;

- Evaluate whether the security system is commensurate with the hospital size and functions and evaluate the status of daily administration.

## &lt; Evaluation elements &gt;

- Clarification of work contents and secure implementation thereof
- Means of communications and a backup support system in an emergency
- Determination of implementation status of daily activities

## 4.6.3 Medical accidents are properly dealt with.

## &lt; Evaluation viewpoints &gt;

- Evaluate whether investigation into medical accidents is undertaken in the hospital, whether patients/families are dealt with faithfully, and whether efforts are made organizationally in order to determine the cause and prevent recurrence.

## &lt; Evaluation elements &gt;

- Procedures for response to medical accidents
- Organizational consideration for the determination of cause and recurrence prevention
- A system for appropriate response to a lawsuit



