

Hospital Accreditation Standards by Functional Category

Palliative care hospital <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).



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Japan Council for Quality Health Care

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3.1.4 The function of nutritional management is properly fulfilled.

3.1.5 The rehabilitation function is properly fulfilled.

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3.1.7 The function of medical equipment management is properly fulfilled.

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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
- Documentation of the key persons (legal representatives)
- Response when the patient has lost the ability to make decisions (confirmation of the authorized representative/response rules in the absence, etc.)
- Implementation state of informed consent
- Control and management of informed consent form
- Response to a request for a second opinion
- Therapeutic withholding, informed consent of DNR (DNAR), etc., and its documentation

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
- Notification about the capability to reject the trainees/interns

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
- Decision of the ethics committee as necessary
- Ensuring the opportunity to share/consider the ethical challenges (including the challenge of palliative care)

- 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.

< Evaluation viewpoints >

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

< Evaluation elements >

- 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.

< Evaluation viewpoints >

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

< Evaluation elements >

- Understanding of the state of the local healthcare-related institutions etc.
- Collaboration with the local healthcare-related institutions etc.
- Handling of referral and reverse referral between hospitals

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

< Evaluation viewpoints >

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

< Evaluation elements >

- State of activities that contribute to health promotion and prevention of care need status in the community
- Holding citizens' public lectures on palliative care
- Implementation of training sessions or support regarding medical expertise or techniques for healthcare-related institutions etc. in the community
- Implementation of the basic/professional training about the palliative care for regional physicians, nurses, and pharmacutists

1.3 Measures for patient safety assurance

1.3.1 A system is established for safety assurance.

< Evaluation viewpoints >

- Evaluate whether a structure needed for medical safety is established including deployment of responsible personnel and creation of a committee, and whether necessary authority is granted to the responsible personnel.

< Evaluation elements >

- The organizational structure consists of various professions regarding medical safety
- Preparation of a manual for patient safety assurance and revision thereof as needed
- Functions of the committee, etc.

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

< Evaluation viewpoints >

- 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.

< Evaluation elements >

- 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

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

< Evaluation viewpoints >

- Evaluate whether a structure needed for the control of healthcare-related infections is established including deployment of responsible personnel and creation of a committee, and whether necessary authority is granted to the responsible personnel.

< Evaluation elements >

- Organizational structure for control of healthcare-related infections
- Functions of the committee etc.
- Preparation of a manual/guideline for the control of healthcare-related infections and revision thereof as necessary

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

< Evaluation viewpoints >

- 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.

< Evaluation elements >

- 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

1.5 Measures for continuous quality improvement

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
- 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 New methods of medical practice/treatment or techniques are employed with attention to safety and ethics.

< Evaluation viewpoints >

- Evaluate that information of new diagnostic techniques and clinical techniques, regimens, and medical care devices has been collected, and that when they are introduced, then ethics, safety and also in-hospital support system have been considered.

< Evaluation elements >

- Discussion as to adoption of new medical practice/treatment methods
- Support for acquisition of new knowledge/skills
- Ethical review of clinical studies

1.6 Enhancement and convenience of medical care environment

1.6.1 Consideration is given to convenience/comfortableness of patients/visitors.

< Evaluation viewpoints >

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

< Evaluation elements >

- 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
- Consideration for the meeting depending on conditions and requests of the patients

1.6.2 The facility and equipment are in consideration of the patients with decreased physical function

< Evaluation viewpoints >

- Evaluate that the facility and equipment are in consideration of the patients with decreased physical function. Evaluate whether there is some operational schemes, in cases where improvement of facilities and equipment is structurally difficult.

< Evaluation elements >

- 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.

< Evaluation viewpoints >

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

< Evaluation elements >

- Securing of places necessary for medical treatment/care
- Securing a comfortable space for patients
- Consideration for privacy in the outpatient examination rooms, hospital wards, interview rooms, and hospital rooms

- Comfortable hospital ward/room environment
- Tidy and clean hospital environment
- Provision of clean bedding
- Convenience/cleanliness/safety of toilets/bathrooms
- Consideration for the equipment and environment where the family members can take a rest

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
- 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
- Express to the patients/families (involving express of the attending/supervising physicians, nursing system)
- System in the absence of the attending physician
- Determination of implementation status of medical treatment/care by each responsible person
- Cooperation system with the medical specialists in the other departments as necessary

2.1.2 Medical records are adequately described.

< Evaluation viewpoints >

- Evaluate whether medical records are accurately prepared without delay.

< Evaluation elements >

- Description of necessary information
- Legible description
- Description based on the standards
- 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 >

- 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 >

- Descriptions of prescription/order
- Physicians' instructions/confirmation of their implementation
- 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 >

- A safe use and storage/management based on the manual of narcotic/psychotropic drugs (prescribed/ward arrangements/carried by patient)
- 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
- 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 >

- Risk assessment of falling
- Planning/implementation of preventive measures
- Evaluation and review of the results of measures taken
- Response to a fall

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 >

- 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
- Status of installation/arrangement of emergency carts and resuscitation equipment
- Periodic drills

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.

< Evaluation viewpoints >

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

< Evaluation elements >

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

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

< Evaluation viewpoints >

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

< Evaluation elements >

- 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.

< Evaluation viewpoints >

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

< Evaluation elements >

- 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
- Response to the consultation about the palliative care from other wards/departments
- Interdepartmental cooperation

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

2.2.1 Outpatients can receive medical treatment smoothly.

< Evaluation viewpoints >

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

< Evaluation elements >

- Explanations on information necessary for undergoing a medical examination
- Patient acceptance from the outpatient departments, patient counseling, patient referrals, and nosocomial referrals, and their understanding
- Attention to waiting time
- Consideration for the patient's condition/urgency

2.2.2 Outpatient treatment is given properly.

< Evaluation viewpoints >

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

< Evaluation elements >

- Collection of patients' information
- Obtaining informed consent from patients
- Secure outpatient services (including responses to palliation in symptomatic outpatients by various professions)
- Implementation status of patient instructions
- Policy/procedures regarding care other than palliation in symptomatic outpatients
- Response to emergency (holidays/non-business hours) for outpatients

2.2.3 The hospital accepts patients smoothly from healthcare/medical/nursing-care/welfare facilities in the local community.

< Evaluation viewpoints >

- Assess whether the hospital accepts patients who need medical care from health-related facilities in the community.

< Evaluation elements >

- Collection/return of necessary information from/to referring hospitals
- Flexible response to the acceptance in accordance with condition and needs of patients
- Ingenuity to reduce a waiting period (including information gathering/providing information during the waiting period)

2.2.4 Diagnostic examinations necessary for palliative care have been performed in a reliable/safe manner

< Evaluation viewpoints >

- Evaluate that examinations necessary for palliative care have been performed in a reliable/safe manner, including outpatient and inpatients.

< Evaluation elements >

- 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

2.2.5 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 >

- Clarification of patient acceptance policy/hospital admission criteria
- Consideration for patients' condition, social factors, and wishes
- Determination of hospital admission in a multidisciplinary manner
- Documentation of contents discussed and sharing of the information among hospital staff
- Response to cases where a patient cannot be accepted by the hospital

2.2.6 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

2.2.7 A care plan is prepared that is consistent with a treatment plan.

< Evaluation viewpoints >

- Evaluate whether a tailored care plan aimed at the improvement of quality of life is developed in consideration of the state of patients/families.

< Evaluation elements >

- Consistency between the treatment plan and the care plan
- Consideration through multidisciplinary collaboration
- Assessment in accordance with the status of patients/families/households
- Reflection of the demand of patients/families (including the sensitivity of patients/families towards the home care at the time of admission)
- Obtaining informed consent from patients and families
- Periodic evaluations and review of the care plan as necessary

2.2.8 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 a variety of consultations (establishment of consultation service regarding hospitalization and outpatient, appointment of the consultation adviser regarding hospitalization)
- Notification of the consultation service to both inside and outside hospitals
- Arrangement/collaboration with social welfare facilities outside the hospital
- Arrangement/collaboration with hospital staff
- Documentation of consultation contents

2.2.9 Patients can be hospitalized smoothly.

< Evaluation viewpoints >

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

< Evaluation elements >

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

2.2.10 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
- Interview with patients/families
- Leadership in medical treatment
- Prompt preparation of necessary documents
- Exchange of information with ward staff

2.2.11 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 >

- Assistant work for medical treatment
- Daily living assistance
- Identification of the disease condition based on observation, and its care
- Ward management work
- Cooperation with other departments
- Role sharing and cooperation based on the expertise of nursing/care work
- Sharing of patient information with other health professionals
- The work assignment according to respective capabilities

2.2.12 Patient-centered medical treatment/care is properly given both physically and mentally.

< Evaluation viewpoints >

- Evaluate that patient's systemic condition is understood, and the care specific for the palliative care unit by the team has been implemented, based on the needs of patients/families.

< Evaluation elements >

- Understanding of the patient's physical needs, and the appropriate assistance and

care

- Understanding of the spiritual and psychological needs of patients/families, and the appropriate assistance and care
- Understanding of the social needs of patients/families, and the appropriate assistance and care
- Understanding of the spiritual needs of patients/families, and the appropriate assistance and care

2.2.13 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
- Safe administration of oral medication to patients who are unable to practice self care

2.2.14 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
- Adverse event reporting

2.2.15 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 and wheel chair

2.2.16 Nutritional management/dietary advice and their provision have been conducted in an appropriate manner

< Evaluation viewpoints >

- Evaluate that the nutritional management/dietary advice and provision and the support for the eating/swallowing have been implemented, in responses to the patient's condition and individual need.

< Evaluation elements >

- Evaluation of nutritional status and eating/swallowing function
- Choice of feeding method based on evaluation
- Involvement of registered dietitian
- 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
- Ensuring of the kitchen/dietary space for patients

2.2.17 Symptom relief has been appropriately conducted

< Evaluation viewpoints >

- Evaluate that they are working to provide relief of the psychosomatic symptom, such as distressing and unpleasant symptoms or pain for the patients.

< Evaluation elements >

- Understanding of patients' complaints

- Implementation based on the standard evaluation/treatment methods
- Establishment of the response procedure and the response when delirium develops
- Consideration on the safety of analgesics/sedatives, such as narcotic drugs, and the response (including usage standard and usage in case of need)

2.2.18 Rehabilitation has been appropriately performed

< Evaluation viewpoints >

- Evaluate that not only the improvement of the psychosomatic function, but also the care which aims at maintenance and improvement of the daily living function, incorporated with the rehabilitation viewpoints based on the consideration for the patient disease condition and the needs, has been performed by the team of various professions.

< Evaluation elements >

- Maintenance/improvement of the ability to move
- Maintenance/improvement of the ability to eat/swallow
- Involvement of a physician etc. of other departments as necessary
- Maintenance/improvement of the ability to use the toilet
- Evaluation and consideration for cognitive function
- Maintenance/improvement of communication ability

2.2.19 Approach has been made towards self-reliance and an improved QOL

< Evaluation viewpoints >

- From the viewpoints of self-reliance and an improved QOL, evaluate that the approach tailored to patient's psychosomatic state has been made.

< Evaluation elements >

- Assistance towards building of patient's daily life rhythm and self-reliance/autonomy for the activities of daily living
- Support in consideration for patients' cognitive function and characteristics
- Consideration for continued connection with society and families
- Implementation of program which enhances QOL

2.2.20 Efforts have been made to avoid physical restraints

< Evaluation viewpoints >

- Assess whether medically inevitable physical or behavioral restrictions are properly imposed, based on the premise that in principle, physical restrictions are not placed.

< Evaluation elements >

- Policy of not imposing physical restrictions in principle
- Evaluation of the necessity of physical or behavioral restriction
- Informed consent including an explanation of the necessity and risks
- Monitoring of the patient's condition/response during the restriction

- Approach towards avoidance
- Respect for human rights
- Consideration for alleviation of concerns of patients/families

2.2.21 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 >

- Determination of wishes of patients/families
- Deliberation regarding the possibility of returning home through multidisciplinary collaboration
- Home assessment with a view to home care
- Compilation of the required items/documents (including oxygen, treatment articles, emergency contact information)
- Explanation to the patients/families regarding the support system after hospital discharge and its documentation
- Appropriate interpretation of the hospital discharge and its documentation
- Provision of necessary information to medical facilities which the hospital cooperates with
- A system for promoting the use of home care service/nursing care insurance service
- Consideration of a place for continuing medical treatment for patients who are unlikely to be able to return home

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

< Evaluation viewpoints >

- Evaluate that the home medical care is implemented in your hospital, or necessary home care support is provided for the patients for whom the medical practice and 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
- Review of the plan as necessary

2.2.23 Response to the dying stage has been performed in an appropriate manner

< Evaluation viewpoints >

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

< Evaluation elements >

- Decision process of the dying stage (terminal stage)
- Preparation of a medical treatment/care plan through multidisciplinary collaboration
- Informed consent for patients/families regarding possible symptoms in the dying stage (the terminal stage) and its documentation
- Informed consent for patients/families regarding the medical interventions in the dying stage (the terminal stage) and its documentation
- Medical practice/care with consideration for the sensitivity of patients/families, QOL of the patients
- Consideration for the treatment environment
- End-of-life care and response at the death in accordance with the requests of patients/families
- Implementation of the death conference as needed
- I Implementation of the death conference as needed
- Confirmation of the wish to donate organs, and the correspondence
- Support for attendance at a patient's death at home

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 >

- 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
- Prompt reporting of test results
- Handling of abnormal and critical values
- 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

3.2.1 The function of pathological diagnosis is properly fulfilled.

< Evaluation viewpoints >

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

< Evaluation elements >

- Prompt reporting of diagnosis results
- Assurance of accurate pathological diagnosis
- 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.

< Evaluation viewpoints >

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

< Evaluation elements >

- 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.

< Evaluation viewpoints >

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

< Evaluation elements >

- 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 whether the hospital provides emergency medical treatment commensurate with its medical treatment function, taking into consideration the needs of emergency medical service in the local community.

< 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

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 >

- 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
- Consideration of a future plan and preparation of an annual business plan based

on the future plan

- Integrity in conjunction with the philosophy/basic policy and the medium/long-term plan, etc.
- 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
- Consideration for introduction/utilization of an information system
- 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.

< Evaluation viewpoints >

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

< Evaluation elements >

- Procurement of necessary human resources in each division/department
- Staff acquisition and efforts and measures for augmentation of human resources
- Arrangement condition of various specialized kind of work and volunteers, as well as physicians/nurses necessary for palliative care.

4.2.2 Human resources/labor management is properly conducted.

< Evaluation viewpoints >

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

< Evaluation elements >

- 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
- Palliative care education/training of staff members (new recruits/staff who requests)
- 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
- Establishment of the roles according to the respective capability and the scope of works
- Implementation of the capacity development of an individual staff member

4.3.3 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 >

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

4.4 Business management

4.4.1 Financial/business management is properly conducted.

< Evaluation viewpoints >

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

< Evaluation elements >

- 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.

< Evaluation viewpoints >

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

< Evaluation elements >

- 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.

< Evaluation viewpoints >

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

< Evaluation elements >

- 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.

< Evaluation viewpoints >

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

< Evaluation elements >

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

4.5.2 Hospital supplies are properly managed.

< Evaluation viewpoints >

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

< Evaluation elements >

- 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.

< Evaluation viewpoints >

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

< Evaluation elements >

- 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

4.6.2 Security activities are properly conducted.

< Evaluation viewpoints >

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

< Evaluation elements >

- Clarification of work contents and secure implementation thereof
- Determination of implementation status of daily activities
- Means of communications and a backup support system in an emergency
- The meeting response and the security system, when the 24-hour-visiting ward is possible

4.6.3 Medical accidents are properly dealt with.

< Evaluation viewpoints >

- 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.

< Evaluation elements >

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