Health Literacy and Patient-Centered Care

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November 16, 2011
The Joint Commission Efforts – Past and Present

- **2002**: The Joint Commission and the Centers for Medicare & Medicaid Services launches national campaign: Speak-Up™

- **2004**: The Joint Commission with funding from The California Endowment: “Hospitals, Culture, and Language: A Snapshot of the Nation” (HLC study)

- **2007**: White paper, “What Did the Doctor Say?: Improving Health Literacy to Protect Patient Safety” The Joint Commission convenes a Health Literacy and Patient Safety Roundtable

- **2007**: Hospital, Language Cultural Study (HCL) releases “Exploring Cultural and Linguistic Services in the Nation’s Hospitals: A Report of Findings”
The Joint Commission Efforts – Past and Present Continued

- **2008**: Second HCL report, *One Size Does Not Fit All: Meeting the Health Care Needs of Diverse Populations*
- **2009**: The Joint Commission’s Board of Commissioners approve new standards for patient centered communication
- **2010**: “Advancing Effective Communication, Cultural Competence, and Patient-and Family-Centered Care: A Roadmap for Hospitals”
- **2010**: Health Equity Advisory Group – Internal to The Joint Commission and supported by a grant from The California Endowment
The Joint Commission expands its scope from health literacy to:

- Effective communication
- Cultural competencies
- Patient- and family-centered care
Definitions

- **Effective communication**: Two-way process, messages are negotiated until information is fully understood by both parties.
- **Cultural competency**: Values diversity, assessments, manages the dynamics of difference, acquires cultural competencies, adapts to diversity.
- **Patient- and family-centered care**: Innovative approach to plan, deliver and evaluate health care. Mutually beneficial partnerships with providers patient’s and families; all ages, all siblings.
Overview of The Joint Commission
Applicable Standards:

- Leadership
- Human Resources
- Provision of Care
- Rights and Responsibilities
Leadership

- The mission, vision and goals of the hospital support the safety and quality of care, treatment and services
- Patients with comparable needs receive the same standard of care, treatment and services throughout the hospital
Human Resources

- The hospital defines staff qualifications, orientation
- Staff participate in ongoing education and training
- Staff are competent to perform their responsibilities
Provision of Care

- The hospital assesses and reassesses the patient
- The hospital coordinates the patient’s care, treatment and services based on the patient’s needs
- The hospital provides education and training based on each patient’s needs and abilities
Rights and Responsibilities of the Individual

- The hospital respects, protects and promotes patient’s rights
- The hospital respects the patient’s right to receive information in a manner he or she understands
- The hospital honors the patient’s rights to give or withhold informed consent
New Joint Commission Requirements for Patient-Centered Communication

- Qualifications for language interpreters
- The hospital *effectively communicates* with patient’s when providing treatments and services
- The hospital allows a family member, friend or other individual to be present with the patient for emotional support during the course of their stay
- The hospital provides language interpreting and translation services
The Joint Commission
Enterprise Vision Statement

All people always experience the safest, highest quality, best-value health care across all settings.