

# Hospital Accreditation Standards by Functional Category Rehabilitation Hospital<3rdG:Ver.1.0>

Evaluation Viewpoints/Elements

June 1, 2012 version



Japan Council for Quality Health Care

## Table of Contents

1	Promotion of patient-centered healthcare	
1.1	Healthcare delivered in accordance with patients' wishes .....	1
1.1.1	Patient rights are clarified and efforts to protect them are made.	
1.1.2	Explanations are given to patients in an easily comprehensible manner before consent is obtained.	
1.1.3	Medical records are shared with patients to promote their involvement in healthcare.	
1.1.4	A patient support system is in place for the promotion of dialogue with patients.	
1.1.5	Patients' personal information/privacy is properly protected.	
1.1.6	The hospital adopts a policy regarding ethical issues in clinical settings.	
1.2	Dissemination of information to and collaboration with the local community .....	3
1.2.1	Necessary information is disseminated clearly to the local community.	
1.2.2	The hospital understands the healthcare functions/needs in the local community and cooperates properly with other healthcare-related institutions etc.	
1.2.3	The hospital conducts educational/awareness activities concerning healthcare for the local community.	
1.3	Measures for patient safety assurance.....	4
1.3.1	A system is established for safety assurance.	
1.3.2	Information is collected and consideration is given for safety assurance.	
1.4	Measures for control of healthcare-related infections .....	5
1.4.1	A system is established for the control of healthcare-related infections.	
1.4.2	Information is collected and consideration is given for the control of healthcare-related infections.	
1.5	Measures for continuous quality improvement.....	6
1.5.1	Patients/families are listened to, and their opinions are utilized for quality improvement.	
1.5.2	Activities are performed for improvement of medical service quality.	
1.5.3	Continued efforts are made for improvement of medical service quality.	
1.5.4	New methods of medical practice/treatment or techniques are employed with attention to safety and ethics.	
1.6	Enhancement and convenience of medical care environment .....	7
1.6.1	Consideration is given to convenience/comfortableness of patients/visitors	
1.6.2	Facilities and equipment are installed with attention to elderly and disabled people.	
1.6.3	Medical treatment environments are created.	
1.6.4	Measures are taken for curbing passive smoking.	
2	Quality medical practice 1	
2.1	Quality and safety assurance in medical treatment/care .....	9
2.1.1	A system of management/responsibility for medical treatment/care is clearly	

- established.
- 2.1.2 Medical records are adequately described.
- 2.1.3 Measures for prevention of misidentification of patients/sites/samples are taken.
- 2.1.4 Preventive measures against communication errors are implemented.
- 2.1.5 Measures are taken for the safe use of medications.
- 2.1.6 Preventive measures for falls are taken.
- 2.1.7 Medical equipment is used in a safe manner.
- 2.1.8 Patients who experience a sudden change in their condition are properly treated.
- 2.1.9 Activities are conducted for control of healthcare-related infections.
- 2.1.10 Antibiotics are used properly.
- 2.1.11 Ethical issues of patients/families are identified and addressed faithfully.
- 2.1.12 Medical treatment/care is given through multidisciplinary collaboration.
- 2.2 Implementation of medical treatment/care through a team approach..... 16
  - 2.2.1 Outpatients can receive medical treatment smoothly.
  - 2.2.2 Outpatient treatment is given properly.
  - 2.2.3 Diagnostic testing is performed securely and safely.
  - 2.2.4 Hospitalization is decided properly.
  - 2.2.5 A treatment plan is prepared after appropriate diagnosis and evaluation.
  - 2.2.6 A rehabilitation program is properly developed.
  - 2.2.7 The hospital properly responds to requests for medical consultation from patients/families.
  - 2.2.8 Patients can be hospitalized smoothly.
  - 2.2.9 Physicians perform ward duties appropriately.
  - 2.2.10 Nurses/care workers perform ward duties appropriately.
  - 2.2.11 Drug administration/injection is given reliably and safely.
  - 2.2.12 Transfusion/blood product administration is performed reliably and safely.
  - 2.2.13 Perioperative management is conducted properly.
  - 2.2.14 Preventive measure for decubitus ulcer and treatment thereof are performed properly
  - 2.2.15 Nutritional management and dietary instruction are performed properly.
  - 2.2.16 Symptoms etc. are alleviated properly.
  - 2.2.17 Physiotherapy is performed securely and safely.
  - 2.2.18 Occupational therapy is performed securely and safely.
  - 2.2.19 Speech-language-hearing therapy is performed securely and safely.
  - 2.2.20 The hospital provides care aimed at improving the ability to perform daily life activities.
  - 2.2.21 Physical restrictions are applied properly for safety assurance.
  - 2.2.22 Support for hospital discharge is properly given to patients/families.
  - 2.2.23 Necessary continued medical treatment/care is given to patients.

3 Quality medical practice 2

- 3.1 Functions comprising quality medical practice 1 ..... 30
  - 3.1.1 Drug control function is fulfilled properly.
  - 3.1.2 The laboratory test function is properly fulfilled.
  - 3.1.3 The function of diagnostic imaging is properly fulfilled.
  - 3.1.4 The function of nutritional management is properly fulfilled.
  - 3.1.5 The rehabilitation function is properly fulfilled.
  - 3.1.6 The function of medical information management is properly fulfilled.
  - 3.1.7 The function of medical equipment management is properly fulfilled.
  - 3.1.8 The function of cleaning and disinfection is properly fulfilled.
- 3.2 Functions comprising quality medical practice 2 ..... 34
  - 3.2.1 The function of pathological diagnosis is properly fulfilled.
  - 3.2.2 The function of radiotherapy is properly fulfilled.
  - 3.2.3 The function of transfusion/blood management is properly fulfilled.
  - 3.2.4 The function of operation/anesthesia is properly fulfilled.
  - 3.2.5 The function of intensive care is properly fulfilled.
  - 3.2.6 The function of emergency medical treatment is properly fulfilled.
- 4 Organizational management for achievement of ideals
  - 4.1 Administration of hospital organization and leadership of administrators/executives ..... 36
    - 4.1.1 The hospital clarifies its ideals/basic policies.
    - 4.1.2 The hospital administrators/executives exercise their leadership in hospital administration.
    - 4.1.3 Effective and systematic organizational administration is conducted.
    - 4.1.4 Policies regarding information management are clarified for effective use of information.
  - 4.2 Human resources/labor management ..... 39
    - 4.2.1 Human resources are acquired according to their roles/functions.
    - 4.2.2 Human resources/labor management is properly conducted.
    - 4.2.3 Safety and health administration of the hospital staff is properly conducted.
    - 4.2.4 The hospital is committed to making the workplace attractive for the hospital personnel.
  - 4.3 Education/training ..... 41
    - 4.3.1 Education/training is properly provided to hospital personnel.
    - 4.3.2 Capability assessment/development of hospital personnel is properly performed.
    - 4.3.3 An internship program is properly implemented.
  - 4.4 Business management ..... 42
    - 4.4.1 Financial/business management is properly conducted.
    - 4.4.2 Medical administrative work is properly carried out.
    - 4.4.3 Outsourcing of duties is effectively utilized.
  - 4.5 Facilities/equipment management ..... 44

4.5.1	Facilities and equipment are properly managed.	
4.5.2	Hospital supplies are properly managed.	
4.6	Hospital crisis management.....	45
4.6.1	The hospital responds to disasters appropriately.	
4.6.2	Security activities are properly conducted.	
4.6.3	Medical accidents are properly dealt with.	

## 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 viewpoint >

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

< Evaluation elements >

- Stipulation of patient rights
- Contents 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 viewpoint >

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

< Evaluation elements >

- Policy regarding informed consent
- Implementation state of 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 viewpoint >

- Evaluate whether necessary information is 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.**

## &lt; Evaluation viewpoint &gt;

- Evaluate whether contact information for counseling is made clear for patients so that they can feel free to contact, and whether a counseling support system is established including deployment of personnel who have the necessary experience and knowledge.

## &lt; Evaluation elements &gt;

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

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

## &lt; Evaluation viewpoint &gt;

- Evaluate whether personal information and privacy are protected.

## &lt; Evaluation elements &gt;

- 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 The hospital adopts a policy regarding ethical issues in clinical settings.**

## &lt; Evaluation viewpoint &gt;

- Evaluate whether a system for the consideration of clinical ethics issues is in place and whether policies/concepts are developed regarding major ethical issues.

## &lt; Evaluation elements &gt;

- Policy regarding major ethical issues
- Sharing/consideration of ethical issues
- Ethical review of clinical studies

1.2 Dissemination of information to and collaboration with the local community
--

## 1.2.1 Necessary information is disseminated clearly to the local community.

## &lt; Evaluation viewpoint &gt;

- Evaluate whether information including departments/medical services, and treatment outcomes of the hospital is released to patients and healthcare-related institutions.

## &lt; Evaluation elements &gt;

- Publication of the hospital's departments and medical services
- Disclosure of treatment outcomes
- Periodic updating of the information

## 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 viewpoint &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 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.

## &lt; Evaluation viewpoint &gt;

- Evaluate educational/awareness activities aimed at patients/local residents, local healthcare-related facilities, etc.

## &lt; Evaluation elements &gt;

- State of activities that contribute to health promotion and prevention of care need status 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 viewpoint &gt;

- 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.

## &lt; Evaluation elements &gt;

- Organizational structure needed for 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.

## &lt; Evaluation viewpoints &gt;

- Evaluate whether information on medical safety in the hospital is collected and analyzed, and whether activities are conducted for accident prevention.
- 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
---

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

## &lt; Evaluation viewpoint &gt;

- 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.

## &lt; Evaluation elements &gt;

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

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

## &lt; Evaluation viewpoints &gt;

- Evaluate whether information on healthcare-related infections occurring in the hospital is collected and analyzed, and whether activities are conducted for infection prevention.
- 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
- Collection of information on epidemics occurring outside the hospital
- Analysis and consideration of the obtained data
- Response to an outbreak

1.5 Measures for continuous quality improvement
---

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

< Evaluation viewpoint >

- 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 viewpoint >

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

< Evaluation elements >

- Holding of a case conference
- Use of clinical practice guidelines
- Collection/analysis of clinical indicators
- Preparation/revision of a clinical path

1.5.3 Continued efforts are made for improvement of medical service quality.

< Evaluation viewpoint >

- 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 viewpoint >

- Evaluate whether information on the latest diagnostic technologies, surgical techniques, treatment methods, medical equipment, etc. is collected, and whether deliberations are conducted before introduction about matters including ethics/safety aspects and a support system within the hospital.

< Evaluation elements >

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

1.6 Enhancement and convenience of medical care environment
---

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

## &lt; Evaluation viewpoint &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
- Facilities and services as an extension of daily life
- Assurance of means of obtaining information and means of communication during hospitalization
- Consideration for meeting patients' wishes regarding hospital stay

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

## &lt; Evaluation viewpoint &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
- Availability of necessary fixtures
- Installation of handrails
- Wheelchair-accessible facilities/equipment

## 1.6.3 Medical treatment environments are created.

## &lt; Evaluation viewpoint &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.

## &lt; Evaluation viewpoint &gt;

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

## &lt; Evaluation elements &gt;

- 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

<h3>2.1 Quality and safety assurance in medical treatment/care</h3>
---

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

< Evaluation viewpoint >

- 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
- Determination of implementation status of medical treatment/care by each responsible person
- Disclosure to patients/families

2.1.2 Medical records are adequately described.

< Evaluation viewpoint >

- Evaluate whether medical records are accurately prepared without delay.

< Evaluation elements >

- Description of necessary information
- Description based on the standards
- Description in a timely manner
- Legible description
- Qualitative inspection of medical records

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

< Evaluation viewpoint >

- 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 viewpoint >

- 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 viewpoint >

- Evaluate whether measures for the safe use of medications including prevention of drug misidentification are taken mainly by pharmacists in each department.

< Evaluation elements >

- Methods of avoiding risks including duplicate dosing, drug interaction, and allergy
- Safe use and storage/handling of high-risk medications
- Safe use and storage/handling of opioids etc.
- Preventive measures against drug misidentification
- Determination of incidence of adverse reactions and corresponding actions
- Confirmation procedure for the use of drugs stored at the hospital ward

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

< Evaluation viewpoint >

- 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 viewpoint >

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

< Evaluation elements >

- Confirmation in reference to an operation manual
- Education/training for hospital staff who use medical equipment
- Confirmation and unflinching communication of setup conditions



- Operation check of equipment

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

< Evaluation viewpoint >

- 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 viewpoint >

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

< Evaluation elements >

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

2.1.10 Antibiotics are used properly.

< Evaluation viewpoint >

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

< Evaluation elements >

- Consideration for introduction and discontinuation in available antibiotics
- Determination of antimicrobial susceptibility patterns of isolates collected at the hospital
- Introduction of a policy of the proper use of antibiotics
- 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 viewpoint >

- 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 viewpoint >

- 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
- Interdepartmental cooperation

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

## 2.2.1 Outpatients can receive medical treatment smoothly.

## &lt; Evaluation viewpoint &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
- Attention to families who visit the hospital to seek advice on hospital admission

## 2.2.2 Outpatient treatment is given properly.

## &lt; Evaluation viewpoint &gt;

- Evaluate whether patients' information is collected to conduct an 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 viewpoint &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
- 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 viewpoint >

- 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
- Collection of information for initial evaluation
- Confirmation of wishes of patients/families
- Determination of hospital admission in a multidisciplinary manner
- Documentation of the deliberation process and decisions made, and sharing of the information among hospital staff
- Prompt determination of hospital admission and patient acceptance

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

##### < Evaluation viewpoint >

- 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
- Preparation of a treatment plan with attention to prevention of aggravation/recurrence of the underlying disease, comorbidities, and complications, and to development of secondary disorder
- Determination of a treatment policy and a goal in accordance with wishes of patients and families
- Obtaining informed consent from patients and families
- Review of the treatment plan as necessary

#### 2.2.6 A rehabilitation program is properly developed.

##### < Evaluation viewpoint >

- Assess whether a rehabilitation program (e.g., comprehensive rehabilitation program) is designed after the determination and evaluation of the characteristics of a patient's impairment and disorder.

##### < Evaluation elements >

- Initial evaluation for rehabilitation
- Explanation of the purpose of hospital admission and the prospect for recovery based on the diagnosis of disability/impairment
- Consideration for requests of patients/families and promotion of active participation in rehabilitation
- Attention to social living after hospital discharge

- Sharing of evaluation results from interdisciplinary sources
- Development of a rehabilitation program based on the evaluation results from interdisciplinary sources
- Review of the rehabilitation program as necessary
- Holding of periodic conferences in a multidisciplinary manner



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

#### < Evaluation viewpoint >

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

#### < Evaluation elements >

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

### 2.2.8 Patients can be hospitalized smoothly.

#### < Evaluation viewpoint >

- 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

### 2.2.9 Physicians perform ward duties appropriately.

#### < Evaluation viewpoint >

- 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 implementation status of rehabilitation
- Medical management of the underlying disease, comorbidities, and complications
- Instruction/prescription for rehabilitation and leadership in medical treatment
- Exchange of information with ward staff
- Interview with patients/families
- Prosthetic prescription and fitting evaluation

- Psychological/mental status evaluation/response as needed
- Prompt preparation of necessary documents

### 2.2.10 Nurses/care workers perform ward duties appropriately.

#### < Evaluation viewpoint >

- Evaluate whether assistant work for medical treatment and daily life support is performed properly according to the disease or disability, and whether ward management work is reliably conducted.

#### < Evaluation elements >

- Determination of general condition including underlying disease
- Periodic evaluations of implementation status of daily life activities
- Assistant work for medical treatment
- Daily life support for the enhancement of a patient's activity level
- Determination of psychological needs of patients/families and support
- Determination of social needs of patients/families and support
- Role sharing and collaboration between nurses and care workers
- Sharing of patient information with other health professionals
- Ward management work
- Cooperation with other departments

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

#### < Evaluation viewpoint >

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

#### < Evaluation elements >

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

**2.2.12 Transfusion/blood product administration is performed reliably and safely.**

## &lt; Evaluation viewpoint &gt;

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

## &lt; Evaluation elements &gt;

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

**2.2.13 Perioperative management is conducted properly.**

## &lt; Evaluation viewpoint &gt;

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

## &lt; Evaluation elements &gt;

- 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

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

## &lt; Evaluation viewpoint &gt;

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

## &lt; Evaluation elements &gt;

- Risk assessment of development of decubitus ulcer for individual patient
- 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

- Involvement of dermatologist etc. as necessary
- Consideration for bed/mat and wheel chair

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

##### < Evaluation viewpoint >

- Evaluate whether nutritional management and dietary instruction are performed according to the patient's condition.

##### < Evaluation elements >

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

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

##### < Evaluation viewpoint >

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

##### < Evaluation elements >

- Understanding of patients' complaints
- Alleviation of symptoms based on evaluation
- Criteria for the use of opioids and utilization thereof on an as needed basis

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

##### < Evaluation viewpoint >

- Assess whether physiotherapy is performed securely and safely based on the rehabilitation program.

##### < Evaluation elements >

- Systematic implementation of physiotherapy based on the program
- Consideration for safety based on risk assessment
- Objective assessment of the effect of training and review of the program
- Records of evaluation/contents of rehabilitation and sharing of the information

#### 2.2.18 Occupational therapy is performed securely and safely.

##### < Evaluation viewpoint >

- Assess whether occupational therapy is performed securely and safely based on the rehabilitation program.

##### < Evaluation elements >

- Systematic implementation of occupational therapy based on the program
- Consideration for safety based on risk assessment
- Objective assessment of the effect of training and review of the program
- Records of evaluation/contents of rehabilitation and sharing of the

information

**2.2.19 Speech-language-hearing therapy is performed securely and safely.**

## &lt; Evaluation viewpoint &gt;

- Assess whether speech-language-hearing therapy and training for eating and swallowing are performed securely and safely based on the rehabilitation program.

## &lt; Evaluation elements &gt;

- Systematic implementation of speech-language-hearing therapy and training for eating and swallowing based on the program
- Consideration for safety based on risk assessment
- Objective assessment of the effect of training and review of the program
- Records of evaluation/contents of rehabilitation and sharing of the information

**2.2.20 The hospital provides care aimed at improving the ability to perform daily life activities.**

## &lt; Evaluation viewpoint &gt;

- Assess whether a multidisciplinary team provides care aimed at maintaining/improving the ability to perform daily life activities in anticipation of returning home, while incorporating an element of training.

## &lt; Evaluation elements &gt;

- Maintenance/improvement of the ability to eat
- Maintenance/improvement of the ability to use the toilet
- Maintenance/improvement of the abilities to dress, groom, and bathe
- Maintenance/improvement of the ability to move/be transferred
- Care aimed at the enhancement of social functioning ability

**2.2.21 Physical restrictions are applied properly for safety assurance.**

## &lt; Evaluation viewpoint &gt;

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

## &lt; Evaluation elements &gt;

- 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
- Efforts toward avoidance/alleviation/lifting
- Consideration for alleviation of concerns of patients/families



- Respect for human rights

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

< Evaluation viewpoint >

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

< Evaluation elements >

- Consideration/preparation of a discharge plan through multidisciplinary collaboration
- Informed consent for a discharge plan
- Pre-discharge home visits and implementation of home assessment
- Instruction/support for post-discharge daily life and rehabilitation
- Utilization of and collaboration with social welfare facilities in the community

### 2.2.23 Necessary continued medical treatment/care is given to patients.

< Evaluation viewpoint >

- Evaluate whether continued medical treatment and rehabilitation/care are given after discharge based on the patient's disease condition and needs, and whether necessary support for home care is provided.

< 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

### 3 Quality medical practice 2

#### 3.1 Functions comprising quality medical practice 1

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

###### < Evaluation viewpoint >

- 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 >

- Inspection of prescription and verification with the prescribing physician
- Confirmation after dispensation
- Preparation for a set of injection drugs per use
- Involvement in preparation and mixture of injection drugs
- Identification and management of drugs brought into the hospital
- Dissemination of drug-related information to related departments
- Consideration for appropriateness of the introduction of a new drug and the reduction in drugs available in the hospital
- Maintenance of the hospital formulary
- Appropriate temperature/humidity management for each drug

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

###### < Evaluation viewpoint >

- 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
- Implementation of accuracy management
- Handling of abnormal and critical values
- 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 viewpoint >

- 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 viewpoint >

- 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
- Offering of meals with attention to hygiene
- Frozen storage of ingredients and cooked food
- Evaluation of meals and efforts for improvement

#### 3.1.5 The rehabilitation function is properly fulfilled.

##### < Evaluation viewpoint >

- 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
- Evaluation and improvement of a rehabilitation program
- Maintenance/inspection of equipment used in rehabilitation

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

##### < Evaluation viewpoint >

- 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
- Coding of medical information in preparation for its possible use
- Quantitative inspection of medical records

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

#### < Evaluation viewpoint >

- 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 >

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

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

#### < Evaluation viewpoint >

- 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.

## &lt; Evaluation viewpoint &gt;

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

## &lt; Evaluation elements &gt;

- 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.

## &lt; Evaluation viewpoint &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 viewpoint &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
- Prompt provision of blood products as needed
- Ordering/storage/provision/return/disposal of blood products
- 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 viewpoint >

- 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 viewpoint >

- 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 viewpoint >

- 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
- Establishment of a response system to deal with emergencies at night and on weekends
- Handling of immediate hospitalization
- Response to cases where a patient cannot be accepted by the hospital
- 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

<h4>4.1 Administration of hospital organization and leadership of administrators/executives</h4>
--

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

< Evaluation viewpoint >

- 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
- Publication within and outside the hospital

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

< Evaluation viewpoint >

- 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
- Involvement in activities of clarification and resolution of operational issues
- Organizational management that improves staff morale

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

< Evaluation viewpoint >

- 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
- Organization structure and job assignment commensurate to the actual state of hospital
- Holding of meetings/committees necessary for hospital administration

- Communication within the hospital
- Consideration of a future plan and preparation of an annual business plan based on the future plan
- Target setting for each division/department and assessment of target achievement

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

< Evaluation viewpoint >

- 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 individual patients' treatment information
- Assurance of data authenticity and preservability
- Consideration for introduction/utilization of an information system

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

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

## &lt; Evaluation viewpoint &gt;

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

## &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 viewpoint &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.

## &lt; Evaluation viewpoint &gt;

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

## &lt; Evaluation elements &gt;

- 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.

## &lt; Evaluation viewpoint &gt;

- 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.

## &lt; Evaluation viewpoint &gt;

- Evaluate whether the hospital offers education/training to the staff in a planned manner and supports their participation in external educational/training sessions.

## &lt; Evaluation elements &gt;

- Education/training in a planned manner for all staff
- Education/training on any issues that have to be addressed
- Efforts or measures for enhancing the effect of education/training
- Utilization of opportunities of external education/training sessions
- Availability of necessary books etc.

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

## &lt; Evaluation viewpoint &gt;

- Evaluate whether the system for the development of outstanding human resources is in place such as capability assessment for each personnel, support for self - development activities, etc.

## &lt; Evaluation elements &gt;

- Capability assessment for each personnel
- Capability development for individual personnel

## 4.3.3 An internship program is properly implemented.

## &lt; Evaluation viewpoint &gt;

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

## &lt; Evaluation elements &gt;

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

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

## 4.4.1 Financial/business management is properly conducted.

## &lt; Evaluation viewpoint &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
- Accounting in accordance with the hospital accounting standards or equivalent rules
- Preparation of financial statements
- A system of accounting audit
- Determination and analysis of the business condition

## 4.4.2 Medical administrative work is properly carried out.

## &lt; Evaluation viewpoint &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 viewpoint &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 viewpoint &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

## 4.5.2 Hospital supplies are properly managed.

## &lt; Evaluation viewpoint &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
- Rules for reuse of disposable products
- Status of inventory control

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

## 4.6.1 The hospital responds to disasters appropriately.

## &lt; Evaluation viewpoint &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;

- A responsibility system in emergency
- Response to an outbreak of fire
- Response to a power outage
- Response to an outbreak of a large-scale disaster

## 4.6.2 Security activities are properly conducted.

## &lt; Evaluation viewpoint &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
- Determination of implementation status of daily activities
- Means of communications and a backup support system in an emergency

## 4.6.3 Medical accidents are properly dealt with.

## &lt; Evaluation viewpoint &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