

# References to *Spirituality, Religion, Beliefs, and Cultural Diversity* in JCAHO's 2011 Comprehensive Accreditation Manual for Hospitals

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**RI.01.01.01** (The hospital respects, protects, and promotes patient rights.)

Chapter Overview: ...Recognizing and respecting patient rights directly affects the provision of care. Care, treatment, and services should be provided in a way that respects and fosters the patient's dignity, autonomy, positive self-regard, civil rights, and involvement in his or her care. Care, treatment, and services should also be carefully planned and provided with regard to the patient's personal values, **BELIEFS**, and preferences....

Element of Performance #6: The hospital respects the patient's **CULTURAL** and personal values, **BELIEFS**, and preferences. [Category "C" with a Measure of Success]

Element of Performance #9: The hospital accommodates the patient's right to **RELIGIOUS** and other **SPIRITUAL** services. [Category "C" with a Measure of Success]

**PC.01.02.01** (The hospital assesses and reassesses its patients.)

Element of Performance #4: Based on the patient's condition, information gathered in the initial assessment includes the following: ...For patients who are receiving end-of-life care, the social, **SPIRITUAL**, and **CULTURAL** variables that influence the patient's and family members' perception of grief. [Category "A"]

**PC.01.02.11** (The hospital assesses the needs of patients who receive psychosocial services to treat alcoholism or other substance use disorders.)

Element of Performance #5: Based on the patient's age and needs, the assessment for patients receiving psychosocial services for the treatment of alcoholism or other substance use disorders includes the following: ...The patient's **RELIGION** and **SPIRITUAL BELIEFS**, values, and preferences. [Category "C" with a Measure of Success]

**PC.01.02.13** (The hospital assesses the needs of patients who receive treatment for emotional and behavioral disorders.)

Element of Performance #3: Based on the patient's age and needs, the assessment for patients who receive treatment for emotional and behavioral disorders includes the following: ...The patient's **RELIGION** and **SPIRITUAL BELIEFS**, values, and preferences. [Category "C" with a Measure of Success]

**PC.02.02.03** (The hospital makes food and nutrition products available to its patients.)

Element of Performance #9: When possible, the hospital accommodates the patient's **CULTURAL, RELIGIOUS**, or ethnic food and nutrition preferences, unless contraindicated. [Category "C"]

**PC.02.02.13** (The patient's comfort and dignity receive priority during end-of-life care.)

Introduction to the Standard: Patients who are near or at the end of their lives need to receive care that addresses their psychosocial, emotional, and **SPIRITUAL** needs. To provide care that meets these needs, staff involved in patient care require education about the unique needs of dying patients and their families.

Element of Performance #1: To the extent possible, the hospital provides care and services that accommodate the patient's and his or her family's comfort, dignity, psychosocial, emotional, and **SPIRITUAL** end-of-life needs. [Category "C" with a Measure of Success]

**PC.02.03.01** (The hospital provides patient education and training based on each patient's needs and abilities.)

Element of Performance #1: The hospital performs a learning needs assessment for each patient, which includes the patient's **CULTURAL** and **RELIGIOUS BELIEFS**, emotional barriers, desire and motivation to learn, physical or cognitive limitations, and barriers to communication. [Category "C" with a Measure of Success]

**TS.01.01.01** (The hospital, with the medical staff's participation, develops and implements written policies and procedures for donating and procuring organs and tissues.)

Element of Performance #5: Staff education includes training in the use of discretion and sensitivity to the circumstances, **BELIEFS**, and desires of the families of potential organ, tissue, or eye donors. [Category "A"]

**HR.01.04.01** (The hospital provides orientation to staff.)

Element of Performance #5: The hospital orients staff on the following: Sensitivity to **CULTURAL** diversity based on their job duties and responsibilities. Completion of this orientation is documented. [Category "C" with a Measure of Success *and* Documentation]

**MS.06.01.03** (The hospital collects information regarding each practitioner's current license status, training, experience, competence, and ability to perform the requested privilege.)

Introduction to the Standard: Credentialing -- Professionalism: Practitioners are expected to demonstrate behaviors that reflect a commitment to continuous professional development, ethical practice, an understanding and sensitivity to **DIVERSITY**,<sup>†</sup> and a responsible attitude toward their patients, their profession, and society.

<sup>†</sup> The Joint Commission considers **DIVERSITY** to include race, culture, gender, **RELIGION**, ethnic background, sexual preference, language, mental capacity, and physical disability. [—Footnote added to the manual in 2008.]