

Developing Proposed Requirements to Advance Effective Communication, Cultural Competence, and Patient-Centered Care for the Hospital Accreditation Program

PROJECT OVERVIEW

The Joint Commission, with funding from The Commonwealth Fund, is developing proposed accreditation requirements for hospitals to advance effective communication, cultural competence, and patient-centered care. Under the direction of Paul Schyve, MD, and Amy Wilson-Stronks, MPP, this 18-month project will increase national attention to cultural competence, highlight its intersection with patient-centered care, and improve the safety and quality of care for all patients. Additionally, The Joint Commission, in collaboration with the National Health Law Program, is developing an implementation guide to prepare Joint Commission surveyors and accredited hospitals for the potential release of proposed requirements to advance effective communication, cultural competence, and patient-centered care. The duration of the project is August 2008 through January 2010. At the earliest, any implementation of the proposed requirements would occur in January 2011.

- The project explores how diversity, culture, language, and health literacy issues can be better incorporated into current Joint Commission standards or drafted into new requirements.
- The proposed requirements to advance effective communication, cultural competence, and patient-centered care build upon previous studies and projects, including the research framework from The Joint Commission's ongoing *Hospitals, Language, and Culture: A Snapshot of the Nation* study and evidence from the current literature.
- A multidisciplinary Expert Advisory Panel, representing a broad range of stakeholders, is providing guidance regarding the principles, measures, structures, and processes that serve as the foundation for the proposed requirements to advance effective communication, cultural competence, and patient-centered care.

The project team is comprised of key staff that have played an active role in The Joint Commission's work to improve health care to diverse populations. In addition, staff from the National Health Law Program will provide consultation during all aspects of the standards development process and lead the development of the implementation guide. The project team includes the following individuals:

The Joint Commission:

Project Co-Directors:	Paul Schyve, MD Senior Vice President
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	Robert Wise, MD Vice President, Division of Standards and Survey Methods

National Health Law Program:

Subcontractor:	Mara Youdelman, JD, LL.M. Staff Attorney
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