

## Facts about advancing effective communication, cultural competence, and patient- and family-centered care

Since 2007, The Joint Commission has been working toward improving access to care for all patients at our accredited organizations through better communication, cultural competence and patient- and family-centered care. In December 2009, the patient-centered communication standards were approved by The Joint Commission Board of Commissioners. The standards are published in the *2011 Comprehensive Accreditation Manual for Hospitals (CAMH): The Official Handbook*. Joint Commission surveyors will evaluate compliance with the patient-centered communication standards beginning January 1, 2011; however, findings will not affect the accreditation decision until January 1, 2012 at the earliest. The information collected by Joint Commission surveyors and staff during this implementation pilot phase will be used to prepare the field for common implementation questions and concerns.

There are a number of resources available on The Joint Commission website at [http://www.jointcommission.org/Advancing\\_Effective\\_Communication/](http://www.jointcommission.org/Advancing_Effective_Communication/) to help health care organizations address communication, cultural competence and patient- and family-centered care.

### Available resources

- ***Advancing Effective Communication, Cultural Competence, and Patient- and Family-Centered Care: A Roadmap for Hospitals*** is a monograph developed by The Joint Commission to inspire hospitals to integrate concepts from the communication, cultural competence, and patient- and family-centered care fields into their organizations. The Roadmap for Hospitals provides recommendations to help hospitals address unique patient needs, meet the new patient-centered communication standards, and comply with existing Joint Commission requirements. Example practices, information on laws and regulations, and links to supplemental information, model policies, and educational tools are also included. The patient-centered communication standards are presented in a separate appendix that provides self-assessment guidelines and example practices for each standard.
- ***Hospitals, Language and Culture: A Snapshot of the Nation*** (HLC) is a cross-sectional qualitative study of how 60 hospitals across the country provide health care to culturally and linguistically diverse patient populations. The study is conducted by The Joint Commission with funding from The California Endowment.
- ***Exploring Cultural and Linguistic Services in the Nation's Hospitals: A Report of Findings*** was released in March 2007. The report recommends targeted strategies to address language and cultural needs that currently pose challenges to hospitals seeking to deliver safe, effective care to the diverse American population.
- ***One Size Does Not Fit All: Meeting the Health Care Needs of Diverse Populations*** was released in April 2008. This report provides a thematic framework that was derived from current practices that hospitals are employing to provide care and services to diverse patients. As the range of practices mentioned in the report illustrates, there is no "one size fits all" solution, and the road map to cultural competence is unique for each organization. This report includes a self-assessment tool that organizations can use to initiate discussions about the needs, resources, and goals for providing the highest quality care to every patient served.

### Video

- ***Improving Patient-Provider Communication*** highlights what is required by Joint Commission standards and federal civil rights laws with respect to patients who are deaf, hard of hearing or limited English proficient (LEP). The video is produced by The Joint Commission and the U.S. Department of Health & Human Services (HHS) Office for Civil Rights in support of language access in health care organizations.

**For more information**

Visit [http://www.jointcommission.org/Advancing\\_Effective\\_Communication/](http://www.jointcommission.org/Advancing_Effective_Communication/) or contact Tina Cordero at [ccordero@jointcommission.org](mailto:ccordero@jointcommission.org) or (630 792-5845).