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Origination	12/1/2011	Owner	Sherie Hickman: CEO, SDMC
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## Patient and Family Centered Communications

### PURPOSE

The hospital establishes effective communication with the patient, the patients family, and/or designated support person, when providing care, treatment and services. Such communication includes identification of the patient's preferred language for discussing healthcare information, both orally and in writing, and within the context of the patient's cultural practices.

### POLICY

1. The hospital respects the patient's right to receive information in a manner he or she understands.
2. The patient's oral and written communication needs, including the patient's preferred language for discussing health care are identified on admission by his/her caregivers.
3. The hospital provides language interpreting and translation services (refer to SDMC Administrative Policy: Acute Hospital Language Assistance).
4. The hospital defines staff qualifications specific to the job responsibility of translator, including competency and testing (Refer to SDMC Administrative Policy: Acute Hospital Language Assistance)
5. The hospital provides information to the patient who has vision, speech, hearing, or cognitive impairments in a manner that meets the patient's needs. (refer to SDMC Administrative Policy: Disabilities: Patient/Visitors with Disabilities: Communication Assistance – ADA-4).
6. The hospital allows for the presence of a support person of the patient's choice without regard to the support person's sexual orientation, gender identity or expression, to be present with the patient for emotional support during the hospital stay. The support person may or may not be

the patient's surrogate decision-maker or legally authorized representative. This is permitted unless the individual's presence imposes on another's rights, safety, or is medically or therapeutically contraindicated. (refer to SDMC Administrative Policy: Visitor Policy)

7. The Hospital prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

## REFERENCE

Administrative Policy: Patient Rights and Responsibilities

Advancing Effective Communication, Cultural Competence, and Patient and Family Centered Care: A Roadmap for Hospitals; The Joint Commission

### All Revision Dates

1/3/2023, 9/15/2017, 5/12/2016, 12/1/2011

### Approval Signatures

Step Description	Approver	Date
MEC	Jacqueline Fetty: Manager, Medical Staff	Pending
CEO	Sherie Hickman: CEO, SDMC	1/3/2023