

OREGON STATE HOSPITAL

PORTLAND – SALEM

POLICIES AND PROCEDURES

SECTION 7: Patient Rights

POLICY: 7.012

SUBJECT: Patient and Family Responsibilities



APPROVED: NENA STRICKLAND
INTERIM SUPERINTENDENT

DATE: JUNE 30, 2010

I. POLICY

- A. Oregon State Hospital (OSH) recognizes that health care delivery is enhanced by the involvement of the patient, as appropriate to his/her condition, as a partner in the health care process. In addition, the hospital can expect reasonable and responsible behavior on the part of patients and their families/significant others. Education about patient and family/significant other responsibilities shall be provided to hospital patients and their designated family members/significant others with specific attention directed toward their role in helping to facilitate the safe and effective delivery of care.
- B. Patient and family/significant other responsibilities include the following:
1. Providing information to the best of his or her knowledge; accurate and complete information about present symptoms, past illnesses and hospitalizations, medications, and other matters related to his or her health.
 2. Reporting perceived risks in the provision of care, unexpected changes in the patient's condition, and providing feedback about care needs and expectations.
 3. Asking questions when they do not understand what they have been told about their care or treatment or what they are expected to do.
 4. Following instructions; following the treatment plan and instructions given by staff members. They should express any concerns they have about their ability to follow and comply with their treatment plan. Every effort shall be made to modify a patient's treatment plan to the patient's specific needs. When such modifications to the treatment plan are not recommended by the treatment team,

the patient and family/significant other are responsible for understanding the consequences of not following the treatment plan.

5. Accepting consequences for outcomes if they do not follow the patient's treatment plan or instructions given by staff members.
6. Following rules and regulations concerning patient care, safety and security, and conduct (this includes following tobacco-free and contraband policies).
7. Verbal aggression and physical violence on the part of patients, family members/significant others, visitors, or staff are prohibited behaviors at Oregon State Hospital. Staff members are responsible to attempt to prevent and contain aggression and violence. Acts of violence resulting in injury shall be investigated, and involved persons may be subject to prosecution at the discretion of the District Attorney. Visitors exhibiting verbal aggression or disorderly conduct, including intoxication, may be indefinitely excluded from the hospital premises.
8. Showing respect and consideration toward hospital personnel and property of other patients, helping control noise and environmental disturbances, and respecting others' property.
9. Meeting financial commitments; promptly meeting any financial obligations agreed to with the hospital.

II. DEFINITIONS

- A. "Family Member" and "Family" means a member or members of a patient's immediate family authorized by the patient and willing to actively participate in their care and treatment, or surrogate decision-maker (such as a guardian or parent) assuming responsibility for the patient.
- B. "Significant Others" means individuals the patient identifies in their Psychosocial History and throughout their hospitalization as supportive persons in their life.

III. PROCEDURES

- A. Patients and family members/significant others (as applicable) are informed of their responsibilities in the following ways:

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1. Staff review and discuss patient responsibilities with patients and family members/significant others (as applicable) during the admission process and as needed thereafter. This is documented on form 75080-MR, which is then signed by the patient as having been reviewed. The completed form is subsequently filed in the medical record.
2. Each patient (and family member/significant other as appropriate) receives an informational handout that includes a description of patient and family/significant other responsibilities as outlined in Policy (I.B.1-9) above.

IV. REFERENCES

Comprehensive Accreditation Manual for Hospitals, The Joint Commission, 2010, Standard RI.02.01.01

Replaces Oregon State Hospital Policy and Procedure 7.012, *Patient and Family Responsibilities*, dated 11/13/2003.