



MSH Bulletin

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Madison State
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MSH

MISSION:

Mending the Mind
Supporting the Spirit
Healing with Hope

VISION:

Safely deliver
meaningful, quality,
and compassionate,
psychiatric care
to our patients



Madison State
Hospital

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Thank you to all the staff who participated in the Madison Parade this year and all those who donated candy! Ashley Shields took the photos on page 1.

A special thank you to these Rehab Staff who made the giant USA letters! L to R: Amy Stuart, Karrie Weaver, Anne Brown, and Toni Olberding.





Joint Commission Readiness

Mitzi Lawson, Performance Improvement

Rights and Responsibilities of the Individual (RI)

When the hospital recognizes and respects patient rights, it is providing an important aspect of care that has been shown to encourage patients to become more informed and involved in their care. These empowered patients ask questions and develop better relationships with their caregivers. This acknowledgement of patient rights also helps

patients feel supported by the hospital and those people directly involved in their care, treatment, and services. In a climate of respect and trust, communication is enhanced, and issues that could lead to problems in safety or quality can be prevented or addressed.

Recognizing and respecting patient rights are, however, only part of the story. Patients also have the obligation to take on certain responsibilities. The hospital defines these responsibilities and then relays them to the patient. When patients understand and accept their responsibilities, the concept of the patient as a partner in care becomes a dynamic component of the patient's episode of care.

In summary, the standards in this chapter address the following processes and activities as they relate to patient rights:

- Informing patients of their rights
- Helping patients understand and exercise their rights
- Respecting patients' values, beliefs, and preferences
- Informing patients of their responsibilities regarding their care, treatment, and services

This chapter presents a series of requirements that help hospitals to recognize and respect patient rights. These requirements address the following:

- Identification of fundamental, overarching patient rights
- The right to effective communication
- The right to participate in care decisions
- The right to informed consent
- The right to know care providers
- The right to participate in end-of-life decisions
- Individual rights of patients
- Patient responsibilities

Note: This chapter talks about the role of a surrogate decision-maker who may participate in circumstances in which the patient cannot or chooses not to make decisions. Instead of stating "patient or surrogate decision-maker" in each occurrence where the surrogate decision-maker may need to play a role, "patient" is used with the understanding that if the patient is unable to make decisions, the surrogate decision-maker will do so.