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JCI Standard	Description	Supporting solutions/features
Access to Care and Continuity of Care (ACC)		
ACC.2.1	Patient needs for preventive, palliative, curative, and rehabilitative services are prioritized based on the patient's condition at the time of admission as an inpatient to the hospital.	Medi-Span® embedded drug vocabularies, indicators, and picklists
ACC.2.3	The hospital establishes criteria for admission to and discharge from departments/ wards providing intensive or specialized services.	UpToDate® UpToDate Lexidrug™ Formulink
ACC.3	The hospital designs and carries out processes to provide continuity of patient care services in the hospital, coordination among healthcare practitioners, and access to information related to the patient's care.	
ACC.4	The hospital develops and implements a discharge planning and referral process that is based on the patient's readiness for discharge.	UpToDate® Integrated patient education
ACC.4.1	The hospital's discharge planning process addresses patient and family education and instruction related to the patient's ongoing need for continuing care and services.	UpToDate Integrated patient education Lexidrug
ACC.4.2	The complete discharge summary is prepared for all inpatients, and a copy of the discharge summary is contained in the patient's medical record.	UpToDate Integrated patient education Lexidrug
ACC.4.2.1	The medical records of patients receiving emergency care include the time of arrival and departure, the conclusions at termination of treatment, the patient's condition at discharge, and follow-up care instructions.	UpToDate Lexidrug
ACC.4.3	The records of outpatients requiring complex care or with complex diagnoses contain profiles of the medical care and are made available to healthcare practitioners providing care to those patients.	
ACC.5	The hospital develops a process to transfer patients to other healthcare organizations based on status, the need to meet their continuing care needs, and the ability of the receiving organization to meet patients' needs.	Medi-Span embedded drug vocabularies, indicators, and picklists
ACC.5.1	The receiving organization is given a written summary of the patient's clinical condition and the interventions provided by the referring hospital, and the process is documented in the patient's medical record.	

Accessment of Patients (AOP)		
AOP1	All patients cared for by the hospital have their healthcare needs identified through an assessment process that has been defined by the hospital.	Medi-Span embedded drug vocabularies, indicators, and picklists
AOP1.1	Each patient's initial assessment includes a physical examination and health history as well as an evaluation of psychological, spiritual/cultural (as appropriate), social, and economic factors.	
AOP1.2	The patient's medical and nursing needs are identified from the initial assessments, which are completed and documented in the medical record within the first 24 hours after admission as an inpatient or earlier as indicated by the patient's condition.	
AOP1.2.1	The initial medical and nursing assessments of emergency patients are based on their needs and conditions.	UpToDate Medi-Span embedded drug vocabularies, indicators, and picklists
AOP1.3.1	A preoperative medical assessment is documented before anesthesia or surgical treatment and includes the patient's medical, physical, psychological, social, economic, and discharge needs.	UpToDate Lexidrug Medi-Span embedded drug vocabularies, indicators, and picklists
AOP1.4	Patients are screened for nutritional status, functional needs, and other special needs and are referred for further assessment and treatment when necessary.	UpToDate
AOP1.5	All inpatients, and those outpatients whose condition, diagnosis, or situation may indicate they are at risk for pain, are screened for pain and assessed when pain is present.	UpToDate Lexidrug Integrated patient education Formulink
AOP1.6	Individualized medical and nursing initial assessments are performed for special populations cared for by the hospital.	Medi-Span embedded drug vocabularies, indicators, and picklists
AOP1.7	The initial assessment includes determining the need for discharge planning.	UpToDate Lexidrug
AOP.2	All patients are reassessed at intervals based on their condition and treatment to determine their response to treatment and to plan for continued treatment or discharge.	Lexidrug
AOP.4	Medical, nursing, and other individuals and services responsible for patient care collaborate to analyze and integrate patient assessments and prioritize the most urgent/important patient care needs.	
AOP5.4	Laboratory results are available in a timely way as defined by the hospital.	UpToDate Lexidrug
AOP5.7	Procedures for collecting, identifying, handling, safely transporting, and disposing of specimens are established and implemented.	Lexidrug
AOP5.8	Established norms and ranges are used to interpret and to report clinical laboratory results.	
Anesthesia and Surgical Care (ASC)		
ASC.1	Sedation and anesthesia services are available to meet patient needs, and all such services meet professional standards and applicable local and national standards, laws, and regulations.	Lexidrug
ASC.3	The administration of procedural sedation is standardized throughout the hospital.	UpToDate
ASC.3.2	Procedural sedation is administered and monitored according to professional practice guidelines.	UpToDate Lexidrug
ASC.3.3	The risks, benefits, and alternatives related to procedural sedation are discussed with the patient, his/her/their family, or those who make decisions for the patient.	

ASC.5	Each patient’s anesthesia care and, when applicable, postoperative pain management are planned; and the plan as well as the risks, benefits, and alternatives are discussed with the patient and/or those who make decisions for the patient and documented in the patient’s medical record.	UpToDate
ASC.6	Each patient’s physiological status during anesthesia and surgery is monitored according to professional practice guidelines and documented in the patient’s medical record.	
ASC.6.1	Each patient’s post-anesthesia status is monitored and documented, and the patient is discharged from the recovery area by a qualified individual or by using established criteria.	
ASC.7.1	The risks, benefits, and alternatives are discussed with the patient and his/ her/ their family or those who make decisions for the patient.	UpToDate Lexidrug
ASC.7.3	Patient care after surgery is planned and documented.	UpToDate Lexidrug Integrated patient education
Care of Patients (COP)		
COP.2	There is a process to integrate and to coordinate the care provided to each patient, and it includes a uniform process for prescribing patient orders.	Medi-Span embedded drug vocabularies, indicators, and picklists
COP.2.1	Clinical and diagnostic procedures and treatments are carried out and documented as ordered, and the results or outcomes are recorded in the patient’s medical record.	
COP.3	The care of high-risk patients and the provision of high-risk services are guided by professional practice guidelines, laws, and regulations.	UpToDate
COP.3.4	Clinical guidelines and procedures are established and implemented for the handling, use, and administration of blood and blood products.	UpToDate Lexidrug
COP.6	Patients are supported in managing pain effectively.	UpToDate Integrated patient education Lexidrug
COP.7	The hospital provides end-of-life care for the dying patient that addresses the needs of the patient and family and optimizes the patient’s comfort and dignity.	UpToDate Lexidrug
COP.8.6	The transplant program has documented protocols, clinical practice guidelines, or procedures for organ recovery and organ receipt to ensure the compatibility, safety, efficacy, and quality of human cells, tissues, and organs for transplantation.	
COP.8.7	Individualized patient care plans guide the care of transplant patients.	UpToDate
COP.9.2	Transplant programs that perform living donor transplants use clinical and psychological selection criteria to determine the suitability of potential living donors.	
COP.9.3	Individualized patient care plans guide the care of living donors.	
Facility Management and Safety (FMS)		
FMS.7	The hospital develops and implements a program for the management of hazardous materials and waste.	Lexidrug Formulink
FMS.7.1	The hospital’s program for the management of hazardous materials and waste includes the inventory, handling, storage, and use of hazardous materials.	
FMS.7.2	The hospital’s program for the management of hazardous materials and waste includes the types, handling, storage, and disposal of hazardous waste.	
Governance, Leadership, and Direction (GLD)		
GLD.11.2	The hospital’s program for the management of hazardous materials and waste includes the types, handling, storage, and disposal of hazardous waste.	Lexidrug
GLD.12.2	The hospital’s framework for ethical management addresses ethical issues and decision making in clinical care.	UpToDate

GLD.13	Hospital leadership creates and supports a culture of safety program throughout the hospital.	Medi-Span Clinical Lexidrug
GLD.13.1	Hospital leadership implements, monitors, and takes action to improve the program for a culture of safety throughout the hospital.	
GLD.14	Health professional education, when provided within the hospital, is guided by the educational parameters defined by the sponsoring academic program and the hospital's leadership.	UpToDate
International Patient Safety Goals (IPSG)		
IPSG.3	The hospital develops and implements a process to improve the safety of high-alert medications.	UpToDate Lexidrug Formulink Medi-Span Clinical (decision support for dose screening and drug orders) Medi-Span Clinical (embedded clinical screening functions) Command Center data management tool
IPSG.6	The hospital develops and implements a process to reduce the risk of patient harm resulting from falls for the inpatient population.	UpToDate Lexidrug
IPSG.6.1	The hospital develops and implements a process to reduce the risk of patient harm resulting from falls for the outpatient population.	Medi-Span mapping to standard terminologies
Patient-Centered Care (PCC)		
PCC.1.1	The hospital seeks to reduce physical, language, cultural, and other barriers to access and delivery of services and provides information and education to patients and families in a language and manner they can understand.	UpToDate Patient Engagement Lexidrug UpToDate Integrated patient education
PCC.2	Patients and families are engaged in all aspects of their medical care and treatment through education and participation in care and treatment decisions and care processes.	
PCC.5	The hospital provides an education program that is based on its mission, services provided, and patient population and healthcare practitioners collaborate to provide education.	
Medication Management and Use (MMU)		
MMU.1	Medication use in the hospital is organized to meet patient needs, complies with applicable laws and regulations, and is under the direction and supervision of a licensed pharmacist or other qualified professional.	UpToDate Lexidrug Formulink Command Center data management tool
MMU.1.1	The hospital develops and implements a program for the prudent use of antibiotics based on the principle of antibiotic stewardship.	UpToDate Lexidrug Formulink Medi-Span embedded drug vocabularies, indicators, and picklists Medi-Span Clinical (decision support for dose screening and drug orders) Medi-Span Clinical (embedded clinical screening functions)
MMU.2	There is a method for overseeing the hospital's medication list, including how listed medications are used; a method for ensuring medications for prescribing or ordering are stocked; and a process for medications not stocked or not normally available to the hospital or for times when the pharmacy is closed.	Lexidrug Formulink

MMU.3	Medications are properly and safely stored.	Medi-Span embedded drug vocabularies, indicators, and picklists Lexidrug
MMU.4.1	The hospital identifies and documents a current list of medications taken by the patient at home and reviews the list against all new medications prescribed or dispensed.	Medi-Span Clinical
MMU.4.2	The hospital identifies safe prescribing, ordering, and transcribing practices and defines the elements of a complete order or prescription.	Medi-Span Clinical Lexidrug
MMU.5.1	Medication prescriptions or orders are reviewed for appropriateness.	UpToDate Lexidrug Formulink Medi-Span Clinical (decision support for dose screening and drug orders) Medi-Span Clinical (embedded clinical screening functions)
MMU.6.1	Medication administration includes a process to verify the medication is correct based on the medication prescription or order.	UpToDate Lexidrug Formulink Medi-Span Clinical (decision support for dose screening and drug orders) Medi-Span Clinical (embedded clinical screening functions)
MMU.6.2	Policies and procedures govern medications brought into the hospital by the patient or family and medication prescribed for patient self-administration.	Lexidrug Medi-Span embedded drug vocabularies, indicators, and picklists
MMU.7	Medication effects on patients are monitored.	UpToDate Lexidrug
Management of Information (MOI)		
MOI.4	The hospital uses standardized diagnosis and procedure codes and ensures the uniform use of approved symbols and abbreviations across the hospital.	Medi-Span mapping to standard terminologies
MOI.6	The data and information needs of those in and outside the hospital are met on a timely basis in a format that meets user expectations and with the desired frequency.	Lexidrug
Prevention and Control of Infection (PCI)		
PCI.14	The infection prevention and control process is integrated with the hospital's overall program for quality improvement and patient safety, using measures that are epidemiologically important to the hospital.	UpToDate
PCI.15	The hospital provides education on infection prevention and control practices to staff, physicians, patients, families, and other caregivers when indicated by their involvement in care.	
Quality Improvement and Patient Safety (QPS)		
QPS.3	Hospital leadership builds a culture and environment that supports implementation of evidence-based care through the use of current scientific knowledge and information to support patient care, health professional education, clinical research, and management.	UpToDate Lexidrug Formulink Medi-Span Clinical (decision support for dose screening and drug orders)