

## Patient safety is...

A program designed to make our hospitals and clinics a safer place for you to receive care.

### We have...

- A safety program that values your concerns
- A team made up of Patient Safety Managers, Risk Managers and Safety Specialists
- A program that allows for evaluating other safety concerns not related to patient care
- A program that looks closely at all patient safety concerns no matter what they might be. Examples include: receiving the wrong medication, a patient fall, an unexpected outcome to a procedure, or an injury caused by medical equipment.
- Steps are in place to identify concerns, based on something that happened or something that could have happened (but did not for whatever reason).

## What happens to your concerns?

- Each concern will be looked at and evaluated for further action.
- If you let us know who you are, we may call you for more information.
- What we learn from you will help us make improvements.
- Improvements are shared locally, across our Network, and nationwide.
- We work closely with the National Center for Patient Safety, so we can share safety concerns with other hospitals and clinics across the nation and learn from each other's experiences.

## How can I help?

- Complete the questionnaire in this pamphlet.
- Remove the questionnaire and put it in one of the Quick Card boxes.
- If you have urgent concerns, tell a staff person.

## Patient Safety Questionnaire

- During your hospitalization or clinic visit, did you tell anyone you were concerned for your safety?
  - Yes - the Patient Advocate
  - Yes - some other official
  - Yes - an official outside of the Medical Center
  - Yes - a family member or friend
  - No - I had a concern but did not report it
  - No - I did not have any concerns
- Would you like to comment on any safety concerns now?

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*Please tear off this questionnaire and place it in the Quick Card box.*



