

- Go to Quality Check at www.jcaho.org to find out whether your hospital or other health care organization is accredited.

Participate in all decisions about your treatment.

- You are the center of the health care team. You and your doctor should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you, how long the treatment will last, and how you should feel.
- Understand that more tests or medications may not always be better. Ask your doctor what a new test or medication is likely to achieve.
- Keep copies of your medical records from previous hospitalizations and share them with your health care team. This will give them a more complete picture of your health history.
- Don't be afraid to seek a second opinion. If you are unsure about the nature of your illness and the best treatment, consult with one or two additional specialists. The more information you have about the options available to you, the more confident you will be in the decisions made.
- Ask to speak with others who have undergone the procedure you are considering. These individuals can help you prepare for the days and weeks ahead. They also can tell you what to expect and what worked best for them as they recovered.

A PATIENT'S GUIDE TO SAFETY

Being a Partner in Your Health Care



Our Lady of Lourdes Medical Center

1600 Haddon Avenue, Camden, NJ 08103
856-757-3500

Lourdes Medical Center of Burlington County

218 Sunset Road, Willingboro, NJ 08046
609-835-2900





The single most important thing you can do to ensure the excellence of the care you receive is to be an active partner in your own health care. That means getting involved in your care and asking questions of your health care provider.

We encourage you to use these tips.

MEDICAL CARE

- Speak up if you have any questions or concerns. Ask again, if you do not understand.
- Make sure to share your important health information with all health professionals involved in your care.
- Ask a family member or friend to be with you when you speak with a health care professional or when you are receiving care.
- Find out why a test or treatment is needed.
- Ask about the results of your tests.
- Learn everything you can about your condition and treatment.

HOSPITALIZATION

- Make sure your patient identification wristband is correct. Do not let anyone give you medication or perform care without checking your wristband first.
- Ask the nurse or healthcare worker to introduce themselves.
- Ask the nurse to tell you the name of the medicine being given to you.
- Make sure that those caring for you have washed their hands.
- Tell the nurse if you think you are about to receive the wrong medicine.
- Call the nurse for assistance when getting out of bed. This is to prevent a fall or injury.
- If you are having surgery, make sure that you and your doctor are clear on exactly what should be done and the site of the surgery.
- Make sure that you understand your treatment plan and what you should and should not do when you go home.
- Ask for immediate assistance from your nurse if your tubing has disconnected. Do not reconnect it yourself or ask a family member to do it.
- To prevent skin pressure sores, do not attempt to lie on one part of your body for greater than 2 hours.

FALLS PREVENTION

- Be certain you know how to operate the nurse call button.
- A call button is located in your bathroom if you need assistance.
- Follow your doctor's orders regarding bed rest.
- If your doctor permits getting out of bed alone, it is important to move slowly from bed to chair. Request help if you become weak, dizzy or nauseous.
- If you are on oxygen or any other type of equipment, please ask for help getting out of bed.
- If you have been told to call for help with getting out of bed or walking, please do so. Our nurses are here to assist you. Do not feel that you are bothering them if you need to call them to your room.
- Wear slip-resistant footwear when you are out of your bed.
- Walk close to the wall and lean into the wall if you feel yourself beginning to fall.
- If there is a spill, clutter or equipment in your path, let the staff know, so we can remove it.
- If you use eye glasses, be sure to wear them.
- If you need to use a wheelchair, cane or walker, be sure that you know how to use it. Ask for assistance if you need it.
- When you are in bed, you can ask that the nurse put the side rails up on your bed. You may find that side rails help you to move while you are in bed and may reduce any concerns you have about falling.
- Do not attempt to operate any equipment unless your healthcare provider has instructed you.

MEDICINES

- Tell your doctor and nurse about all the medicines you are currently taking. Include prescriptions and over-the-counter medicines as well as dietary supplements such as herbs and vitamins.
- Make sure your health care team knows about any allergies or reactions to medicine you have taken in the past.
- When your doctor writes a prescription, make sure you can read it. Make sure you know how to store the medicine, how to take the medicine (i.e., with food), how much, how often and how long to take the medicine.
- Understand the effects of sleeping pills and sedatives. They can cause you to become disoriented. For example, you could get up in the middle of the night and think you are home.

Be an active partner in your health care team.

Speak up if you have any questions or concerns.

- The Patient Safety Officer at Our Lady of Lourdes Medical Center may be reached at 856-365-4095.
- The Patient Safety Officer at Lourdes Medical Center of Burlington County may be reached at 856-835-3718.

HOW TO REPORT A COMPLAINT:

- By Mail:** JCAHO Office of Quality Monitoring
One Renaissance Blvd., Oakbrook Terrace, IL 60181
- By Email:** complaint@jcaho.org
- By Fax:** JCAHO Office of Quality Monitoring
630-792-5636
- By Phone:** If you have any questions, call 1-800-994-6610 Monday to Friday from 8:30 a.m. to 5:00 p.m. Central Time.



To prevent health care errors, patients are urged to SpeakUp™

Everyone has a role in making health care safe — physicians, health care executives, nurses and technicians. Health care organizations across the country are working to make health care safety a priority. You, as the patient, can also play a vital role in making your care safe by becoming an active, involved and informed member of your health care team.

An Institute of Medicine (IOM) report has identified the occurrence of medical errors as a serious problem in the health care system. The IOM recommends, among other things, that a concerted effort be made to improve the public's awareness of the problem.

The "Speak Up" program, sponsored by the Joint Commission on Accreditation of Healthcare Organizations, urges patients to get involved in their care. Such efforts to increase consumer awareness and involvement are supported by the Centers for Medicare and Medicaid Services. This initiative provides simple advice on how you, as the patient, can make your care a positive experience. After all, research shows that patients who take part in decisions about their health care are more likely to have better outcomes.

HELP PREVENT ERRORS IN YOUR CARE

Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.

- Your health is too important to worry about being embarrassed if you don't understand something that your doctor, nurse or other health care professional tells you.
- Don't be afraid to ask about safety. If you're having surgery, for example, ask the doctor to mark the area that is to be operated upon, so that there's no confusion in the operating room.
- Don't be afraid to tell the nurse or the doctor if you think you are about to receive the wrong medication.
- Don't hesitate to tell the health care professional if you think he or she has confused you with another patient.

Pay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals. Don't assume anything.

- Tell your nurse or doctor if something doesn't seem quite right.
- Expect health care workers to introduce themselves when they enter your room and look for their identification badges. A new mother, for example, should know the person to whom she is handing her baby. If you are unsure, ask.
- Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent the spread of infections. Don't be afraid to gently remind a doctor or nurse to do this.
- Know what time of day you normally receive a medication. If it doesn't happen, bring this to the attention of your nurse or doctor.
- Make sure your nurse or doctor confirms your identity, that is, checks your wristband or asks your name, before he or she administers any medication or treatment.

Educate yourself about your diagnosis, the medical tests you are undergoing, your treatment plan.

- Ask your doctor about the specialized training and experience that qualifies him or her to treat your illness (and be sure to ask the same questions of those physicians to whom he or she refers you).
- Gather information about your condition. Good sources include your doctor, your library, respected websites and support groups.
- Write down important facts your doctor tells you, so that you can look for additional information later. And ask your doctor if he or she has any written information you can keep.
- Thoroughly read all medical forms and make sure you understand them before you sign anything. If you don't understand, ask your doctor or nurse to explain them.
- Make sure you are familiar with the operation of any equipment that is being used in your care. If you will be using oxygen at home, do not smoke or allow anyone to smoke near you while oxygen is in use.

Ask a trusted family member or friend to be your advocate.

- Your advocate can ask questions that you may not think of while you are under stress. Ask this person to stay with you, even overnight, when you are hospitalized. You will be able to rest more comfortably and your advocate can help to make sure you get the right medications and treatments.
- Your advocate can also help remember answers to questions you have asked, and speak up for you if you cannot.

- Make sure this person understands your preferences for care and your wishes concerning resuscitation and life support.
- Review consents for treatment with your advocate before you sign them and make sure you both understand exactly what you are agreeing to.
- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse and whom to call for help.

Know what medications you take and why you take them. Medication errors are the most common health care mistakes.

- Ask about the purpose of the medication and ask for written information about it, including its brand and generic names. Also inquire about the side effects of the medication.
- If you do not recognize a medication, verify that it is for you. Ask about oral medications before swallowing, and read the contents of bags of intravenous (IV) fluids. If you're not well enough to do this, ask your advocate to do this.
- If you are given an IV, ask the nurse how long it should take for the liquid to "run out." Tell the nurse if it doesn't seem to be dripping properly (that it is too fast or too slow).
- Whenever you are going to receive a new medication, tell your doctors and nurses about allergies you have, or negative reactions you have had to medications in the past.
- If you are taking multiple medications, ask your doctor or pharmacist if it is safe to take those medications together. This holds true for vitamins, herbal supplements and over-the-counter drugs, too.
- Make sure you can read the handwriting on any prescriptions written by your doctor. If you can't read it, the pharmacist may not be able to either.

Use a hospital, clinic, surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by the Joint Commission.

- Ask about the health care organization's experience in treating your type of illness. How frequently do they perform the procedure you need and what specialized care do they provide in helping patients get well?
- If you have more than one hospital or other facility to choose from, ask your doctor which one offers the best care for your condition.
- Before you leave the hospital or other facility, ask about follow-up care and make sure that you understand all of the instructions.