

QUALITY DATABASES AND RESEARCH

7RLPSURYHDQGHQVXHWKHTDOLWRIFDUP
SDWLHQWLQIRUPDWLRQLVVRPHWLPHVH
LOWRYDULRXDOLWUHVWULHVWDLHQW
PDDOVRHXHGLQHUHVDFKVVGLHV,IRX
GRORWDQWRMLQIRUPDWLRQWREHXHGL
WKLVPDQQHUSOHDVHLQIRUPWKHKHDOW
VWDII
RUPRUHLQIRUPDWLRQDERXWKRIKDOGOH
SHUVRODOGDWDLQDFRUGDQFHZWK
YLVLVNDUROLOQVNDVH



PATIENT SAFETY COORDINATOR

,IRKDYHGLILFDWJHDFKLOWKX
DSSURSULDWHSUVRQRUZVKWRVKDUH
HWGDFNZWKVRPHRQHRWKHUWKDQWKH
KHDWYKFDUHVVDIIRDUHIOFRPHWRFR
DSDWLHQWVDIHWRIILFHU7KHDFWDVDOL
EHWZHQWKSUWLVHLVLOYROYHGDQGD
FRQJH
RUPRUHLQIRUPDWLRQSOHDVHYLVLV
NDUROLOQVNDVH



HEALTHCARE GUARANTEE

7KHKHDOVWHDUDQWHHLOWRFRNKROP
HOVHWKDWWRXKRORWKDYHWRDLW
PRUHWKDOGDVIRUDQLQLWDOFRQVWDW
VWDLQWUJRPWKHGDWHRMUHIHUUDOLV
UHERQKFDUHVVDIIGHWHUPLQHWKDW
WUHDWPHQWLWVKRGEHLOQDVVRRQDV
SRVLEOHDQGORODWHUWKDQGDVDIWHU
GHFLVLQRWRWUHDWKDVEHHQPDGHHDV
WKDWLQFHUWDLQDFVHVPGLFDQHDVRO
QHFWVLWDWHSRVSRLQDFDUH
RUPRUHLQIRUPDWLRQDERXWKHFDUH
DUDQWHHYLVLVVH

SOMETIMES PROCEDURES ARE CANCELED

HSURYLGHERWKVKHGHDGDOGHPHUJ
FDUHWWLPHVDVGHQLOIORIFULWLFDO
LOOSDWLHQWVFDQLPSDFWVKHDYDLO
UHVRFFHVLQWKHGHSDUWPHQWIRUW
WKLVPDUHTXUHWRUHVFKHGHRM
SODQQHGYLVLW
IDVFKHGHDGVMHULVFDQFHQHOHVWVKDQ
KRVEHIRUHWKHSODQQHGWLPHR
EHHOLLEOHIRUFPSHQVDWLRQRUPRUH
LQIRUPDWLRQSOHDVHVSHDNZWKRVV
FRUGLQDWRU

WANT TO TALK TO SOMEONE ABOUT YOUR CARE?

DUHFROWLQXORUNLQWRLPSURYH
SDUWPHQWVDIHWDOGRGOLNHWRKH
DQVWV7KHKHDOVWHDUDQWHHLOWR
DOVUHTXUHWRUHVFKHGHRM
DQVWV7KHKHDOVWHDUDQWHHLOWR

MORE INFORMATION

RUIWVKHUGHWDLOVDERXWFDUHZWK
DOGRSDWLHQWUWKWVSOHDVHYLVLV
NDUROLOQVNDVH7KHUHRDQDOVRILQ
DOVUHTXUHWRUHVFKHGHRM
DQVWV7KHKHDOVWHDUDQWHHLOWR

\$, WBS

LWKWKHDOVWHDUDQWHHLOWRFRNKROP
RDKOIRUHDPSOHFKDWZWKWKHGHSDUWPHQWUHQHUVHFULSWLROVERRNDSSRLQWPHQWVFDQFHORU
UHVFKHGHDVHYLVLVWUHTXUHWDFDOEDFN7KHUHQHUVHFULSWLROVERRNDSSRLQWPHQWVFDQFHORU
VWDLQWUJRPWKHGDWHRMUHIHUUDOLV