

Patient Safety

Our goal at Self Regional Healthcare is to keep you safe while you are under our care. You can help by remembering this safety guide:

- S** peak up
- A** sk questions
- F** ollow up
- E** ducate yourself
- T** alk with your caregivers
- Y** ou are part of the team

Speak up . . .


- Your health is too important to worry about being embarrassed. If you don't understand what your doctor, nurse or other healthcare professional tells you, please speak up.
- If you think your caregiver has confused you with another patient, don't hesitate to speak up.
- Report to your healthcare provider any changes in your physical condition, such as feeling light headed, feverish, nauseated, confused, depressed or notice redness/drainage at injection or wound sites.
- Hand washing is the number one way to stop the spread of infection in hospitals. We always clean our hands before caring for each patient. Please feel free to ask your caregivers if they have washed their hands or used a hand sanitizer.
- To ensure proper identification, we always check the patient's identification bracelet before giving medication or performing procedures. Please feel comfortable asking your caregivers to check your ID bracelet if they haven't already.

Ask questions . . . about your care. Make sure you are getting the right treatment and medications.

- Expect healthcare professionals to introduce themselves when they enter your room. If they don't, ask to see their ID badge.
- If you are unfamiliar with a medication, ask the nurse for the name and purpose of the medication. If you have doubts that a medication is for you, ask the nurse to verify it.

Follow up . . . on all aspects of your care.

- If your healthcare professionals have not provided you with results of your tests, ask them to check on it. Don't assume that no news is good news.
- Ask your healthcare professionals to explain all of the follow-up care that you will need after you leave the hospital and how you can obtain that care.



Educate yourself . . . about your diagnosis, medical procedures and qualifications of your healthcare team.

- You may ask your healthcare provider about the specialized training and experience that qualifies him or her to treat your illness or perform your procedure.
- Gather information about your condition. Good sources include your doctor, library, respected Web sites and support groups.
- 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.
- Learn all you can about your medications, such as names, doses, side effects and interactions with other medications.

Talk with your caregivers . . . about your current and past state of health and the medications you are taking.

- It is important for your healthcare team to know as much about you as possible. Don't leave out anything, even if something seems unimportant.
- Take a list of your medications when you go to the hospital. It is important for your doctors and nurses to know what you are taking.
- If you have surgery, make sure that you and the healthcare professionals treating you agree and are clear on exactly what will be done. As you discuss this with your team, you and your doctor will mark the site of your surgery with a marker if the procedure requires it.
- If possible, have a family member or friend come with you to be your advocate (someone who can speak for you if you are unable).
- Tell your doctor or nurse about all of your allergies and remind them of your allergies when you receive a medication for the first time.

You are part of the team . . .

- Participate in all decisions about your treatment.
- You and your doctor should agree on exactly what will be done during each step of care.
- When you are in the hospital, review your plan of care with your doctor and nurse.

Patient Safety (continued)

Additional safety information:

Please do not attempt to connect or disconnect devices or infusions.

To help prevent a fall, follow these guidelines:

- Ask the nurse what level of activity the doctor has ordered for you.
- If you use a cane or walker at home, you should use it in the hospital.
- Tell your nurse if you feel dizzy when you stand up.
- Alert the staff if you see spilled liquids on the floor.
- Do not hesitate to ask for help.

We have taken steps to assure your security. You and your family or visitors are responsible for:

- Reporting any suspicious or unusual behaviors to your nurse.
- Supervising and controlling minor children who may be visiting you.
- Securing your valuables by sending them home with your family members.
- Keeping dentures, glasses, contact lenses and hearing aids in protective cases.
- Following the nurse's instructions for new mothers.
- Ensuring the newborn is never left alone even for a few seconds.
- The following items are forbidden in all areas:
guns, illegal drugs, alcohol, knives or other sharp objects.

When you pick up your medications at the pharmacy:

- Make sure it is what your doctor wanted you to have.
- Ask what the medicine is used for, how to take it and how often.
- Ask what side effects are important to know about.

Your safety as our patient is very important. This information was designed with your safety in mind. If you would like more information about patient safety, please ask to speak to the supervisor of the area where you are being treated.

Lewis Blackman Hospital Patient Safety Act

1. Each patient/lawful representative has the right to be able to identify care providers.
 - a. All staff, students, interns, trainees, doctors and doctor assistants shall wear a picture ID badge that clearly states their name, department and job or trainee title so that it is clearly visible to the patient/family.

2. Each patient will receive, at registration, written information describing the role of trainees, medical students and resident doctors and any contract doctor groups used by SRH.
3. Each patient has the right to access his or her attending doctor regarding any concern with medical care.
4. Each patient has the right to expect the nursing staff to assist in accessing the attending doctor/designee.
5. Each patient has the right to initiate contact with administrative or supervisory clinical staff.
6. Each patient has the right to obtain information on the general role of the doctor assigned to his or her care.

Patients requesting communication with doctor(s)

According to the Lewis Blackman Hospital Patient Safety Act, the following assistance is to be provided to the patient:

1. If the patient or lawful representative makes a request to contact the attending doctor/designee regarding his or her medical care, the nurse will place a call to the attending doctor/designee and inform them of the patient's concern.
2. If the patient or lawful representative makes requests to call his or her attending doctor, the nurse must:
 - a. Provide the patient with a telephone and number.
 - b. Offer assistance in placing the call.
 - c. Notify the nursing supervisor for assistance.
3. If the nursing supervisor is called by the patient, the lawful representative, or the clinical staff member for assistance:
 - a. The nursing supervisor will evaluate the medical care concern with the patient or the lawful representative.
 - b. The nursing supervisor will assist the patient or the lawful representative with the medical care concern and assist with contacting the doctor (if applicable).
 - c. If necessary, the nursing supervisor will contact the chief nursing officer (CNO) for assistance.
4. The nursing supervisor will document the patient's or the lawful representative's medical care concern, issue(s) and solutions on the Supervisor's Shift Report and forward to the CNO for documentation purposes.

Patient Safety (continued)

Patient notification

The Lewis Blackman Hospital Patient Safety Act requires hospitals to provide specific information to patients who require inpatient care or outpatient surgery.

You have a right to know the identity and professional status of those who care for you. All staff will wear name badges with their name, department, job title or trainee title. All clinical trainees, medical students, interns and resident physicians will be identified as such on their name badges. Credential abbreviations are listed on the following pages. Definitions include, but are not limited to:

- **Clinical staff:** people who work in a hospital whose duties include the personal care or medical treatment of patients. It includes, but is not limited to, credentialed physicians, physicians' assistants, nurses, nursing aides, medical technicians and therapists.
- **Clinical trainees:** people who are receiving healthcare training in a hospital, either paid or unpaid, and students or licensed professionals whose training includes the personal care or medical treatment of patients. It includes, but is not limited to, resident physicians, medical students, nursing students and other students and individuals in healthcare professional training in a hospital.
- **Credentialed caregiver:** a nurse practitioner or physician's assistant who is licensed to care for patients within his or her scope of practice.
- **Credentialed physician:** a licensed physician who has completed his or her postgraduate medical training and has medical staff privileges at a hospital.
- **Attending physician:** a licensed physician who has completed his or her postgraduate medical training, has medical staff privileges at a hospital and has primary responsibility for a patient's care while the patient is in the hospital.
- **Designee:** a credentialed physician or a credentialed caregiver whom a patient's attending physician has designated to care for the patient in the absence of the attending physician.
- **Medical student:** a person enrolled in a program culminating in a degree in medicine.
- **Resident physician:** a person who is participating in any graduate medical education program, and whose relationship to the patient is under the auspices of the medical education program.
- **Intern:** a person who is an advanced student or graduate in medicine gaining supervised practical experience.

Self Regional Healthcare has trainees, medical students, interns and resident physicians. Some of these may be participating in your care and making treatment decisions. These people have been trained to treat you and are supervised by fully trained individuals. You have a right to know who the supervising person is and to ask to speak with that person. While they are providing patient care, these individuals must wear picture identification that designates them as trainees, students, interns or residents. If you have questions regarding these individuals, please use the numbers listed in this section to contact the supervisor for questions.

Your attending physician is the person responsible for your care. The attending physician may change while you are in the hospital, depending on the type of care or service you require. If you wish to know the name of your attending physician, please ask a staff member.

Self Regional Healthcare contracts with some physician groups. These independent contractors are the Emergency Care Center physicians, anesthesiologists, radiologists, pathologists, physicians in the Pain Management Center and the radiation oncologist. These contract physicians have separate staff and billing practices. Basic clinical qualification information can be found on our Web site www.selfregional.org or by calling (864) 725-6058. If you have a personal medical care concern and need prompt assistance, please call the number associated with your unit, which is listed on page 28. If your problem is still not resolved, please call the nursing supervisor at 2412. If you need assistance with this procedure, a clinical staff member will assist you.

Professional status and abbreviations

General	Abbreviaton	General	Abbreviaton
Administrator	Adm.	Health	Hlth.
Assistant Vice President ...	Asst. VP, AVP.	Home	Hm.
Assistant	Asst.	Medical	Med.
Associate	Assoc., Assc.	Manager	Mgr.
Certified	Cert.	Outpatient	OP, outpt.
Clinical	Clin.	Patient	Pt.
Coordinator	Coord.	Procedure	Proc.
Counselor	Coun.	Registered	Reg.
Director	Dir.	Representative	Rep.

Patient Safety (continued)

General	Abbreviaton
Specialist.....	Spec.
Senior.....	Sr.
Supervisor	Supr, Supv.
Surgical, Surgery	Surg.
Services.....	Svcs.
Technician, Technologist.....	Tech.
Therapy.....	Ther.
Vice President	VP.
Volunteer	Vol.

DEPARTMENTS

Cardiology Service and Neurophysiology Services

Cardiac.....	Cardio.
Cardiovascular	CV.
Cardiovascular Registered Nurse	CVRN.
Cardiovascular Technician	CV Tech, CVT.
Echocardiogram Technologist.....	Echo Tech.
Electroencephalogram Tech .	EEG Tech.
Electrocardiogram Tech.....	EKG Tech.
Electromyogram Tech	EMG Tech.
Monitor Tech.....	MT.
Registered Cardiovascular Specialist ..	RCIS.

General	Abbreviaton
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Laboratory Services

American Society of Clinical Pathologist.....	ASCP.
Clinical Trainee – Medical Lab Student	MLT Student.
Clinical Trainee – Phlebotomy Student	Phleb Student.
Cytotechnologist	Cyto Tech, CT.
Cytotechnologist Summer Extern	CT.
Histology Technician, Technologist....	Histo Tech, HT.
Laboratory	Lab.
Laboratory Technician Specialist	Lab Tech Spec.
Medical Laboratory Technician.....	Med Lab Tech, MLT, CLT.
Medical Technologist.....	Med Tech, MT, CLS.
Pathology Assistant	Path Asst.
Phlebotomist, Venipuncture I & II	Phleb, PBT.
Specimen, Procurement and Procedure Technician	SP, P Tech.

Nursing, Surgical and Related Services

Anesthesia	Anes, Anest, Anesth.
Adult Nurse Practitioner	Adult, NP, ANP.
Assistant Nurse Manager	ANM, RN.