

*You Care.
We Care.*

You care that your treatment is delivered to you in a safe manner. We care too. We want your experience at Meeker Memorial Hospital to be what you expect and deserve.

Be a Partner in Patient Safety...

**YOU PLAY A VITAL ROLE.
TOGETHER, WE CAN BE SAFER!**

We are working hard to ensure that your care at Meeker Memorial Hospital is delivered in a safe manner.

Research shows that safety is even further improved when you, the patient, are involved and knowledgeable about your care.

YOUR COMMENTS COUNT.

We care about your experience and appreciate your feedback. Our mission to provide quality requires your input.

Let us know how we are doing. We have comment forms available throughout the facility.



**MEEKER MEMORIAL
HOSPITAL**

Care as it should be.

*If you have questions, please ask
your doctor or one of the health
professionals providing care to you.*

Patient Safety
at Meeker
Memorial Hospital



**MEEKER MEMORIAL
HOSPITAL**

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Litchfield, Minnesota 55355

320-693-3242

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Together
We can be Safer!

What You Can Do:

BE INVOLVED IN YOUR HEALTH CARE. That means taking part in every decision about your health care. As a patient, you are a part of the health care team. As much as you trust the knowledge and judgement of the health professionals who are caring for you, you owe it to yourself and your family to learn as much as you can about your condition. Research shows that patients who are involved with their care tend to get better results.

SPEAK UP IF YOU HAVE A QUESTION ABOUT YOUR CARE. If you have questions about your health care, you have the right to ask questions of anyone involved with your care. Keep a list of questions to ask, so you don't forget them when the doctor or health professional is there.

MAKE SURE STAFF ALWAYS CHECK TO SEE WHO YOU ARE. Make sure staff are asking your name and checking your identification band (ID band) before giving you medications, tests or doing medical procedures.

ASK STAFF IF THEY HAVE WASHED THEIR HANDS. Hand washing is an important way to prevent the spread of infection. Staff should wash their hands before they care for you. A study found that when patients checked whether health care workers washed their hands, the workers washed their hands more often.

TELL EVERYONE INVOLVED IN YOUR CARE ABOUT IMPORTANT HEALTH INFORMATION. Don't assume that everyone knows, have it written down or tell someone who can speak for you. Ask a family member or friend to be your advocate (someone who can get things done or speak up for you if you can't). Have them with you when you are talking to the doctor or receiving education. If your

condition changes, be sure to tell everyone involved in your care.

Medications:

MAKE A LIST OF ALL THE MEDICATIONS YOU ARE TAKING. Include over-the-counter and herbal preparations. If you don't have a list and there is not time to make one, bring all the medications with you. Keep medications in their original containers. If you are using a medication pill box, it is helpful to have a chart of your medications and the times you take them.

INFORM HEALTH CARE PROFESSIONALS ABOUT MEDICATION ALLERGIES/ SENSITIVITIES. Make sure your health care providers, including doctors, nurses and pharmacists, know about any allergies or reactions to drugs you might have. You may want to include this on your medication list.

IF YOU ARE GIVEN NEW MEDICATIONS—ASK QUESTIONS. Ask what the medication is for and what the side effects are. Be sure to read the printed material provided with the medication. When you are being discharged from the hospital, ask your doctor to explain the treatment plan and medications you will use at home. Then it is your responsibility to follow your doctor's recommendations. This includes learning about your medications and finding out when you can get back to your regular activities. Look at the medications you get from your pharmacy. Make sure the medication is the correct medication prescribed to you by your doctor. Make sure you understand the information about the medication including directions to take it and the side effects. If you have any questions regarding the medication, ask to speak to the pharmacist. If you

experience problems with your medications after you start taking them, you should see your doctor.

IF YOU HAVE PAIN, LET US KNOW. Your level of pain is important for us to know about. We are committed to addressing your pain through effective assessment and management using medication or non-medication treatments.

Tests and Treatment:

MAKE SURE EVERYONE IS CLEAR ABOUT WHAT IS TO BE DONE IF YOU ARE HAVING SURGERY. While surgery on the wrong site is very rare, it is easily prevented. Marking the site prepares both you and your surgeon for the procedure.

FIND OUT WHY A TEST IS NEEDED. Find out how the test can help you. Ask for more information or education if you have questions. Find out what the test involves and if there are any risks.

MAKE SURE YOU GET RESULTS OF TESTS /PROCEDURES. If you don't hear about the results in a reasonable time, make sure to ask.

LEARN ABOUT YOUR CONDITION. Your health care team has many resources available to help you learn about your health condition and related factors. If you don't receive information, just ask.

We care about your experience here at Meeker Memorial Hospital. We are committed to quality that ensures your safety with outstanding personalized care.