

HELP PREVENT ERRORS IN YOUR CARE

We at Capital Region have identified patient safety as a priority, and feel patient safety is everyone's responsibility. Patient involvement is vital and we encourage you to help identify potential safety issues at time of admission and throughout your stay. During visits with your caregivers, you are encouraged to give information regarding patient safety issues. Timely resolution of issues is key to prevention and we want you to be an active participant.



According to an Institute of Medicine report, **medical errors kill up to 98,000 people annually**. That makes errors a leading cause of death in America.

The “**Speak Up**” program, sponsored by The Joint Commission, 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 the patient can make their 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.

Getting Patients Involved

To help prevent errors, the Speak Up program urges patients to...

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.

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.

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

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

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

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.

Participate in all decisions about your treatment. You are the center of the health care team.

