

Our Commitment to Quality and Patient Safety

Connecting with you as a partner in care

NorthShore University HealthSystem is dedicated to providing all our patients with the highest quality of care. Developing and maintaining our relationship with you is one of the most important components of delivering the safest possible care.

Research in healthcare quality has shown that implementation of certain technologies and clinical practices can significantly improve quality and patient safety in hospitals. We have made a strong commitment and considerable investments to deliver exceptional care to the communities we serve through:

- Computerized Order Entry and documentation system
- Bar-coding for accurate patient identification
- Evidence-based practices which are proven through research to lead to the highest quality outcomes



A Culture of Safety

Concierge Services NorthShore University HealthSystem

2650 Ridge Ave.
Evanston, IL 60201
Internal: Dial 4-YOU (4968)
External: Dial (224) 364-4-YOU/(224) 364-4968



northshore.org



Hospitals: Evanston, Glenbrook, Highland Park
Medical Group

A Culture of Safety

Please take a moment to review additional key safe practices as we partner with you to provide you the best experience possible:

Patient identification

Confirming your first and last name as well as date of birth is an important safety check in all areas where you receive care. Please confirm with us that the information is correct and keep your name band on at all times.

Communication

Share your health information with your providers and ask questions if you are not clear on your care. We want to know if something doesn't seem right or you have concerns. Never hesitate to bring your concerns to the attention of your healthcare team—we understand that this can be a stressful time for you.

Learning about your choices in your treatment plan is important for you to make the best possible decisions. We encourage you to ask a family member or friend to assist you in times when you may not be able to fully participate in your care.

Correct site identification prior to surgery

You will be involved in marking the correct surgery site prior to surgery or invasive procedures.

Share your health information with your providers and ask questions if you are not clear on your care. We want to know if something doesn't seem right or you have concerns.

Medication Safety

- Your ID band will be checked each time you are given medications.
- You will be asked about all medicines you are taking. This includes prescriptions, "over the counter" medications and dietary or nutritional supplements such as vitamins and herbal supplements.
- Tell us about any allergies or side effects you have had to medications.
- We will use your home medication list during your care to make decisions about adding medications. We also provide education about any new medications prescribed for you, including potential side effects or interactions. We encourage you to ask questions.
- At the time of discharge, there may be changes to the medications you are taking at home. To assist you, we will provide a **written** updated medication list with those changes including any new medications prescribed for you. We will review potential side effects and special instructions about your medications prior to you leaving the hospital.
- Please bring your list with you every time you visit your doctor or go to the hospital so it is kept current.

Falls

No matter your age, our staff will routinely assess your risk for falling. This may come as a result of a weakened state, medication side effects, unsteadiness or history of falls.

Most falls occur when patients try to get to the bathroom on their own. We will make sure that the call light is within reach and will check on you often to offer this assistance. Please have non-slip footwear and always ask for help when walking.

Infection Prevention

NorthShore University HealthSystem became the first healthcare provider in the United States to launch a comprehensive surveillance program for methicillin resistant *Staphylococcus aureus* (MRSA), a potentially fatal infection that does not respond to



common antibiotics and is a significant cause of hospital-acquired infections. We were able to reduce MRSA infection rates by 70% in fewer than two years. The screening involves performing nasal swabs on all inpatients during the admission process at all three of our hospitals.

Hand washing and/or the use of hand gel are proven standards against the spread of germs and are part of our everyday protocols to prevent infection. Please encourage your visitors to utilize these effective methods. Help us maintain our stringent standards by asking your family and friends who have colds or other contagious symptoms not visit you or others in the hospital.

Vaccinations are key to prevention of flu and pneumonia. Ask your provider if this is the right time for you to receive your vaccinations.

If you smoke, we can assist you with efforts to quit. Smoking weakens the immune system and can significantly increase your chance of infection.

Going Home

The ultimate goal of your stay at NorthShore University HealthSystem is to return you in good health to the comfort of your home and loved ones. We will have frequent conversations with you and your family during your stay to assure the best and safest discharge plan, and will provide you with a copy of your comprehensive discharge instructions.

We want to be sure that you understand your discharge instructions, including:

- A complete medication list
- An understanding of possible food and drug interactions
- Follow-up information
- Who to contact should you have questions or concerns before your next visit

Having a family member or friend with you may help you clarify the information and assist you in remembering these instructions.