

At the heart of St. Catherine of Siena Medical Center is a commitment to provide outstanding quality care and service to all of our patients. Integral to assuring outstanding quality care is our emphasis on patient safety. This brochure, prepared by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), conveys an important message that we ask you to read and consider while at St. Catherine of Siena. Your partnership in making health-care safety a top priority is appreciated. Please share your suggestions, compliments or concerns about quality care or patient safety with the Nurse Manager of the unit, if you should need further assistance, please contact the Patient Safety Hotline at (631) 862-3870. If after making an attempt to resolve your issues by speaking with either the Nurse Manager/Director, Administration or the Patient Advocate (631-862-3251), your concerns remain unresolved, you may contact the New York State Department of Health at 800-804-5447 or Joint Commission of Quality Monitoring at 800-994-6610.



SpeakUP

HELP PREVENT ERRORS IN YOUR CARE

Everyone has a role in making health care safe — physicians, health care executives, nurses and technicians. Health care organizations across the country are working to make health care safety a priority. You, as the patient, can also play a vital role in making your care safe by becoming an active, involved and informed member of your health care team.

An Institute of Medicine (IOM) report has identified the occurrence of medical errors as a serious problem in the health care system. The IOM recommends, among other things, that a concerted effort be made to improve the public's awareness of the problem.

The "Speak Up" program, sponsored by the Joint Commission on Accreditation of Healthcare Organizations, 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 you, as the patient, can make your 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.

**To prevent
health care errors,
patients are
urged to ...**

SpeakUPSM



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