

# **We're** *Focused* **on Patient Safety!**



**At St. Luke's,  
we take patient  
safety seriously.**

**That's why we say**

**"It Starts  
With the  
Patient"**

**when it comes to  
all our quality and  
safety practices.**



**ST. LUKE'S**® Episcopal Health System

# We're focused on meeting the National Patient Safety Goals. Here's what we're doing—and how you can help.

## 1. Accurate patient identification

**We...** Strive to deliver exactly the right care to each of our patients. We attach an identification wristband that identifies even the individual who is unable to speak. And we double- and triple-check by asking the patient to confirm his or her name and date of birth.

**You...** Can help by giving us complete and accurate information when you register, and by understanding that confirming your name and date of birth is an important safety check.

## 2. Correct identification of surgery sites

**We...** Confirm your identity and the type of procedure you're having **BEFORE** surgery, and we mark the site (such as left leg or right arm) for all to see.

**You...** Can actively participate by confirming your identity, type of surgery and exact surgery site—to ensure we mark the correct surgery site.

## 3. Medication Safety

**We...** Have systems and processes to ensure that our patients get the right medication at the right time such as (1) using bar-coded information on medications to match patient identification, (2) reviewing and separating drugs that look and sound alike, and (3) obtaining a completed list of each patient's current home medications.

**You...** Can bring a list of **ALL** your medications, both prescription and over-the-counter, with you every time you come to the hospital for admission or for an outpatient procedure. Add any vitamins or mineral and herbal supplements to the list, and write down when and how much you take of each.

#### 4. Clear communication among caregivers

**We...** Read back orders and critical test results that other healthcare professionals report in person or by telephone, and we no longer use many of the written abbreviations that are often misinterpreted. Caregivers communicate with each other to make sure that they know about your care and treatment plans, your current condition, and any recent changes.

**You...** Can tell your caregivers about your health history, such as previous surgeries, medication allergies, or other medical conditions that you think might be relevant to your care at St. Luke's.

#### 5. Reduce the risk of infection

**We...** Strive to follow standards for frequent handwashing and the use of gloves to prevent the spread of infection.

**You...** Can tell your caregiver if you have an infection or symptoms such as a fever, cough or rash.

#### 6. Prevention of patient falls

**We...** Have a Fall Prevention Program that helps caregivers identify patients at high risk for falls, and we place a special wristband on the patient and pertinent information in that patient's chart.

**You...** Can let your caregivers know if you have had any recent falls at home. Also let them know if you experience dizziness or if you have trouble keeping your balance while standing or walking.

**At St. Luke's, we take many precautions to ensure the safety of our patients—because patient safety is a vital part of quality care. If you have a concern about your safety or quality of care, please talk with your nurse, physician or other caregiver. You may also contact a Patient Services representative or a member of the hospital's management team. St. Luke's prefers that your concerns about patient safety and quality of care be brought to hospital management so that we can conduct a thorough investigation and improve our systems and processes. If you feel that your concerns have not been resolved by the hospital, you may contact one of the following:**

- **Joint Commission on Accreditation of Healthcare Organizations**  
Contact: email [complaint@jcaho.org](mailto:complaint@jcaho.org), or phone 1-800-994-6610
- **Centers for Medicare and Medicaid Services (CMS)**  
Contact: CMS-Region 6, Dallas, Texas, phone 214-767-6469



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St. Luke's Episcopal Health System comprises the flagship St. Luke's Episcopal Hospital in the Texas Medical Center, founded in 1954 by the Episcopal Diocese of Texas; St. Luke's Community Medical Center–The Woodlands, opened in 2003; St. Luke's Episcopal Health Charities, a charity devoted to assessing and enhancing community health, especially among the underserved; and Kelsey-Seybold Management, LLP, overseeing 21 area clinic locations. St. Luke's Episcopal Hospital is home to the Texas Heart® Institute, founded in 1962 by Denton A. Cooley, MD, and consistently ranked among the top 10 cardiology and heart surgery centers in the nation by U. S. News & World Report. Affiliated with several nursing schools and two medical schools, St. Luke's serves as the primary private adult teaching hospital for Baylor College of Medicine. St. Luke's was the first hospital in Texas named a Magnet hospital for nursing excellence, and the Health System has been recognized by Fortune as among "100 Best Companies to Work For" (2002 and 2004) and by Houston Business Journal as a top employer in Houston for three consecutive years.