

Monument Health **Safety & Quality Program**

Monument Health Safety & Quality Principles	Monument Health Commits To:	Areas for Action by Caregivers in the System:
<p>1 Patient/ Resident/ Family Centered</p> <p>This means:</p> <ul style="list-style-type: none"> • Providing care that is easy for patients to get when and where they need it. • Making sure that the healthcare team respects and responds to the patient's choices, needs and values. • Forming partnerships between patients, their family and care team. 	<ul style="list-style-type: none"> • Information that is easy to understand and supports informed health care decisions. • Patients, families, and residents involved in their care. • Well organized health care. • A team that works together. • Patients feeling safe and well cared for. • Respecting health care rights, diverse cultures and patient/resident/family preferences. • If something unexpected happens, the care team looks after the patient/resident and provides a full explanation of what happened. 	<ul style="list-style-type: none"> • Develop methods and models to help patients/residents get health services when and where they need them. • Increase health literacy. • Partner with patients, residents, families and care team members to share in decision making. • Provide care that respects health care rights and is sensitive to different cultures and preferences. • Involve patients, residents, families and care team in planning for safety and quality. • Improve continuity of care. • Minimize risks during care transitions. • If something unexpected happens, openly inform and support the patient or resident and their family.
<p>2 Decisions are Driven by Information</p> <p>This means:</p> <ul style="list-style-type: none"> • Using up-to-date knowledge and evidence to guide decisions about care. • Safety and quality data are collected, analyzed and used to support improvement activities. 	<ul style="list-style-type: none"> • Care based on best knowledge, evidence and leading practice. • Use of treatment outcomes and experiences to help improve care. 	<ul style="list-style-type: none"> • Use agreed guidelines to reduce inappropriate variation in the delivery of care. • Collect, analyze and share safety and quality data to improve care and experience. • Learn from patient/resident/family and care team experience. • Encourage and apply research that will improve safety and quality.
<p>3 Safety at the Core</p> <p>This means:</p> <ul style="list-style-type: none"> • Making safety a central feature of how Monument Health operates, how the care team works, and how resources are allocated. 	<ul style="list-style-type: none"> • The care team takes safety seriously. • Provision of safe, high-quality care. • When something unexpected happens, the event is evaluated and processes are improved. 	<ul style="list-style-type: none"> • Take action for safety. • Ensure resources are available to support safety and quality. • Design the environment of care, equipment and work flows for safety. • Take action to prevent or minimize harm from healthcare errors.