

Rapid Response

The Rapid Response system is designed to improve your safety if your condition suddenly deteriorates. Once the Rapid Response is activated, the team will respond to your bedside to assess and take action by providing treatment, support, education and/or transfer if it is needed. Anyone can activate the Rapid Response Team by contacting their primary nurse.

Concerns/Compliments

If we did something right, or even something wrong, we want to hear from you! Learning from you makes us better.

Please contact:

Director of Quality at (907) 796-8695

Risk Management at (907) 796-8718

If we aren't resolving your concerns to your satisfaction you may contact:

The Joint Commission

One Renaissance Blvd.

Oakbrook Terrace, IL 60181

Fax (630)792-5636

Email patientsafetyreport@jointcommission.org

-OR-

Health Facilities Licensing & Certification

Attn: Complaint Coordinator

4501 Business Park Blvd. St. 24, Bldg. L

Anchorage, AK 99503

Complaint Intake Form:

http://dhss.alaska.gov/dhcs/Documents/hflc/PDF/Forms/Complaint_Form.pdf

If you have any questions about this complaint form or how to submit it, please contact their office at (907) 334-2483.

Discharge/Transition of care

All patients have the right to discharge/transition care planning. At admission, the Case Management team will begin to assess all patients for discharge planning needs in order to ensure a safe transition. You may also refer yourself if you would like support with your transition from the hospital to the next level of care, whether that is to home or another facility. Ask your nurse if you have any questions or if you would like to speak to a Case Manager.

Be active in your care

You, your family, or support person play a key role in your care and recovery.

- Ask questions and speak up if you have concerns
- Ask your care team to explain things in a way that you understand.
- Pay careful attention to instructions from your care team
- Inform your care team about your medications, supplements, health conditions and allergies
- Share your wishes about life-saving actions

Your nurses will encourage you , your family, or support person's involvement with shift change report to ensure safe and high-quality care.



Your Safety at the Hospital



Bartlett Regional Hospital

**3260 Hospital Drive
Juneau, AK 99801**

**Phone: 907-796-8900
Website: www.bartletthospital.org**

**At Bartlett Regional Hospital we
C.A.R.E.**



What We Do to Keep You Safe

- We ask your name and date of birth and check your ID band
- We will do a medication reconciliation with you and your primary care provider or your pharmacy
- We wash our hands
- We have precautions in place to reduce the risk of falls
- We use checklists to ensure we are performing procedures correctly
- We screen all patients for suicide and domestic violence risk
- We want your discharge to be a smooth and safe transition
- We want you, your family, or support person involved in your care

Name & ID Band

We check your name and birthdate to make sure that each patient gets the correct medication and treatment. We will ask you to confirm your name and birthdate in the following situations:

- When we give you medicine
- When we take you for a test
- When we draw blood

Medications

We want to make sure you get the medications that you need. Upon your arrival we will complete a medication reconciliation with you. We will take extra safety measures with opioid pain reliever administration and prescribing because of the risk of reactions and addiction. We will also discuss your medications with you before you are discharged. Please let us know if you have any questions regarding your medications before you leave.

Hand Hygiene

We wash our hands regularly to help reduce the risk of infections. Everyone who enters your room will wash their hands before entering and upon exiting. If you do not see us washing our hands, please speak up.

Falls

Everyone in the hospital is at risk of falling. Falling can cause further injury and prolong your hospital stay. We will check on you every hour but if you need to get out of bed please contact your nurse for assistance.

Surgery & Procedures

Surgery is complex. To ensure your safety we use checklists and a time-out to confirm the following:

- Who you are
- What procedure you are having done
- What site is to be operated on
- Why you are having the procedure
- Consent for the procedure

Suicide

We ask all patients about thoughts of self-harm. Suicide does not discriminate.

- **We want to keep you safe**
- **Tell your nurse if you feel like you want to hurt yourself.**

You can also call the CARELINE at 1-866-866-HELP or 1-800-273-TALK .



Bartlett Regional Hospital provides its community with quality, patient-centered care in a sustainable manner.

