

Melrose patient Rose Tricca and her nurse Ann Richardson, RN from Hallmark Health VNA and Hospice.



# Patient safety is our highest priority

**“Safety Counts” has resulted in a number of benefits and safety improvements including:**

- A safer system for ordering medications for cancer patients that provides better monitoring and eliminates potential drug interactions.
- Installed blocking mechanisms on windows in patient rooms in maternity to provide greater safety for visiting children.
- More thorough resources for identifying comprehensive medication lists for patients who may be unable to or have difficulty communicating.
- Three hospital departments worked closely together to develop new procedures to provide a greater level of security and privacy for patient records.

HHS is committed to providing the highest level of care for every patient at every interaction. We strongly encourage and welcome patient feedback and comments to ensure we are consistently meeting their expectations for quality and excellence.

Please call us with your comments at (781) 979-3040.

Hallmark Health System (HHS) has always placed the utmost priority on providing the highest levels of safety, medical quality and well-being for our patients. HHS has consistently gained state and national recognition for the excellence of its safety programs, scoring in the highest percentages of stringent national examinations. These include the Gold Seal of Approval™ from the Joint Commission and an “A” grade in patient safety from the Leapfrog Group for the third year in a row.

But establishing a comprehensive culture of safety requires much more than passing national tests. Safety and quality requires constant vigilance and attention. HHS recently began “Safety Counts,” a far-reaching program that reinforces HHS’s unwavering commitment to quality and safety throughout the entire organization. The initiative strives to create a work environment where every doctor, nurse, employee or volunteer feels comfortable and encouraged to take action if they encounter any safety or patient quality issue that is not up to a standard of exceptional care.

Staff also are encouraged to examine procedures and systems to see if they can be changed for greater efficiency and safety. The goal is to ensure that all physicians and employees are on alert for safety concerns and know how to report them.