

## Our continued commitment to quality patient care and safety

WHEN PATIENTS COME to Hallmark
Health's Lawrence Memorial Hospital of
Medford or Melrose-Wakefield Hospital, they
are treated by medical teams with the highest
competence and compassion at the most
technologically advanced hospitals in the region.
In addition, patients can be assured that the staff
will do everything they can to ensure their stay is
safe and free from harm.

Hallmark Health has an impressive record of safety, garnering state and national recognition for the excellence and safety of its programs. For example, the federal government publicly tracks quality indicators for every hospital in the country, on their care for heart attack patients, pneumonia, heart failure and surgical care. We are proud to beat both state and national averages in every one of these areas. In addition, Hallmark Health recently achieved superior scores from the Massachusetts Department of Public Health on preventing infections for hip and knee surgeries. These superior results happen because we have skilled physicians and nurses who use advanced equipment and information technology, follow best practices and consistently look for more opportunities to improve.

To ensure the safety of our patients, physicians, nursing and surgical staff rigorously follow set operating room procedures and use pre-surgical timeouts. The entire team must agree that it is the correct patient, the appropriate surgery and medications for the procedure before surgery begins. These checklists are also used for all invasive procedures in radiology, endovascular and intensive care.

Our commitment to patient safety requires staff to ask for a patient's name and other specific information before they receive every dose of their medication. This is a tested process put in place to ensure every patient gets the right medication every time.

Physicians and the nursing staff meticulously monitor the medications patients are taking before their admission and assess how they may interact with the medications they will receive during hospitalization. Patient medications are closely monitored during their stay and reviewed with the patient prior to discharge.

A few years ago, Hallmark Health began a major transition to electronic record keeping. We are well ahead of more than 90 percent of the hospitals in the country in this journey to

Electronic Medical Records (EMR). For example, we have rolled out Computerized Provider Order Entry for all inpatient care, ensuring that orders for medications and other interventions are accurate and timely while providing physicians with safety alerts about dosage and other concerns.

In addition, we have EMR enabling providers to access important information about a patient that maintains a detailed record of medical orders for future treatment. Nurses are also using electronic Bedside Medication Verification, devices that read barcodes on the patient's wristband and the drug package to confirm that all medication orders are correct.

Joanne Marqusee, Executive Vice President and Chief Operating Officer, says, "There is nothing more important than ensuring that every patient receives superlative medical care and that every precaution is taken for their utmost safety and well-being. Hallmark Health is committed to meeting these expectations every day!"

## For more information

To receive a free copy of our brochure, "Preventing Patient Falls," please visit www.hallmarkhealth.org and select "Patients and Visitors."

www.hallmarkhealth.org perspectives