



# PATIENT SAFETY

INFORMATION BOOKLET

## **THE LAST THING ANYONE SHOULD EVER QUESTION WHEN CONSIDERING CARE IS THEIR SAFETY.**

After all, you trust that your healthcare site has gone through rigorous standards to ensure the unthinkable never happens. Unfortunately, the unthinkable not only can happen, but does, particularly when healthcare facilities don't undergo a third party assessment and aren't held accountable.

As a patient, you deserve better, and by making sure the facility you choose is

accredited, you can rest easier knowing that you, or someone you love, is receiving the best care possible.

Since 1980, QUAD A has worked with thousands of healthcare facilities to standardize and improve the quality of care they provide – believing that patient safety should always come first.

***Patient Safety. Your safety. A question worth asking.***

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**To find an accredited facility, visit [www.quada.org/accredited-facilities](http://www.quada.org/accredited-facilities)**

# WHAT TO EXPECT

GLOBAL ACCREDITATION AUTHORITY

Your regular doctor, or primary care physician, may be the one who may refer you to a specialist for further care. You may also want to find other physicians and specialists to obtain a second opinion and confirm whether a suggested provider or treatment is right for you. You might want to ask friends or coworkers for the names of physicians they have used or about their patient experiences. Asking questions and providing information to your doctor and other care providers can improve the quality of care you receive. Talking with your doctor builds trust and leads to better results, quality, safety, and satisfaction.

All of this is important and should put your mind at ease, however, the most important piece of information to know is whether the setting is accredited or not. Because referring physicians suggest doctors they like and trust, but their referral may not consider the nurses, techs, equipment, and processes at the care

location. Your friends and family can only tell you about their one or two visits. Accreditation ensures that an experienced expert in the field has performed a thorough impartial review of every aspect of the care location's operations to ensure the entire care team follows high standards to protect you and promote the best outcome.

***Quality health care is a team effort. You play an important role.*** One of the best ways to communicate with your doctor and health care team is by asking questions. Because time is limited during medical appointments, you will feel less rushed if you prepare your questions before your appointment.

Ask about training, including board certification within the field or specialty you are receiving care. Ask any provider about the accreditation status of the location you receive care, if it isn't accredited, go somewhere else.

# How We Help Patients

We help promote patient safety in health care facilities around the world. Knowing that a facility is accredited by QUAD A assures you that extra steps were taken to foster a safe environment for your medical or surgical care. ***Your safety is the primary concern during any medical or surgical procedure.***

Whether you are having a minor outpatient medical procedure or a more complex surgery, education is the key. Find out as much as you can about the procedure, the medical specialists required for the procedure and the facility where you will receive care.

## **Medical or surgical safety is a product of:**

- ***A qualified and expertly trained proceduralist supported by high quality staff***
- ***A fully equipped and safe facility***
- ***An appropriate candidate for the procedure***

Most care is not an emergency and is considered elective. This means you have time to learn about your treatment, provider, and care location to be sure that each are the best fit for you. You also have time to work with your physician to make the care as safe as possible. Being actively involved with your physician can greatly improve the outcome of your healthcare.

### **For more information on what you can do before, during and after your appointment, review the following questions:**

*What is my diagnosis? What are my treatment options? What are the benefits of each option? What are the side effects? Will I need a test? What is the test for? What will the results tell me? What will the medicine you are prescribing do? How do I take it? Are there any side effects? Why do I need surgery? Are there other ways to treat my condition? How often do you perform this surgery? Do I need to change my daily routine? Can a friend or relative be instructed on my post treatment care?*

# After Your Appointment

After your appointment, you will need to follow your care team's instructions to keep your health on track. You may have to fill a prescription or make another appointment for tests, lab work or a follow-up visit. Your care team cannot require you to go to a particular care site, they can only suggest options, the choice is ultimately yours. Ensure that every care site you visit has passed a government inspection or accreditation survey to be sure each environment is as safe as can be. It is important for you to follow your doctor's instructions. ***It also is important to call your doctor if you are unclear about any instructions or have more questions.***

## Call your doctor:

- *If you experience any side effects or other problems with your medicines.*
- *If your symptoms get worse after seeing the doctor.*
- *If you receive any new prescriptions or start taking any over-the-counter medicines. Including vitamins or herbal remedies.*
- *To get results of any tests you've had. Do not assume that no news is good news.*
- *To ask about test results you do not understand.*



# Patients First. *Always*

# ABOUT US

GLOBAL ACCREDITATION AUTHORITY

**Highest Standard of Patient Care** - Since 1980, QUAD A has been a guiding force for ensuring positive patient outcomes while demanding thorough documentation of adverse events. We put patients first. *Always.*

**Direct and Easy to Work With** - Unlike most accreditation bodies, QUAD A provides a “no surprises” approach centered around making quality accreditation an attainable goal for facilities of all sizes. We are transparent in making accreditation qualifications up front and clear, and we provide a unique consultative approach to the process to ensure success and continued excellence.

**Unwavering Standards** - QUAD A's involvement in a facility's compliance doesn't end with accreditation. Facilities are responsible for quarterly self-reporting and regular in person inspections. QUAD A accreditation is stringent and remains so on an ongoing basis to help facilities on a path to continuous improvement.

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**For more information, visit  
[WWW.QUADA.ORG](http://WWW.QUADA.ORG)**

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