

Patient Safety and Quality of Care

Patient safety and excellent quality of care is of the utmost importance to us. Patients can be assured that Outpatient Medical Center has all the standard systems in place for patient safety, quality assurance, and quality of care improvements.

Our mission is to provide access to high quality primary care to all patients in our service area. Our vision is for healthy people in healthy communities with local access to health care.

Safety & Quality of Care is addressed in many ways. A few highlights include:

- **Joint Commission Accreditation** (www.jointcommission.org) – The Joint Commission is an independent, not-for-profit organization. The Joint Commission accredits and certifies more than 18,000 health care organizations and programs in the United States. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards.
- **Risk, Safety, Infection Control, and Medication Management** guidelines are annually reviewed and staff practices are routinely monitored.
- **Investigations** of possible adverse occurrences with root cause analysis are conducted by improvements implemented when needed.
- **Peer Reviews** of provider staff's patient records are performed to identify outcomes impacting patient health and wellness, and to discover ways of improving the quality of care offered.
- **Mid-level Reviews** – A lead physician routinely reviews mid-level clinical records. Mid-levels are Physician Assistants and Nurse Practitioners employed at Outpatient Medical Center.

Outpatient Medical Center follows national safety guidelines and standards. Staff routinely manages our clinics in terms of security, fire safety, medical equipment safety, reliable power and utility systems, and maintains a functional clinic environment. We address medication and infection control risks, keep accurate records, ascertain the competency of our staff and provide care in accordance with recognized standards.

As an Outpatient Medical Center patient, you should speak up if you have questions or if you wish to discuss an issue of safety or the quality of your care. You may contact the Risk and Safety Coordinator at (318) 352-9299. If your concerns are not addressed, you may contact The Joint Commission at (800) 994-6610.

Your health and safety are our biggest concern!