

Patient Safety and Quality of Care

Coastal Health & Wellness Statement

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

Our mission is to continuously improve health care for the public by evaluating our health care processes and outcomes; and by inspiring in our staff excellence, safety and the highest quality of care possible. Our vision is for our patients to experience the safest, highest quality, best-value health care available anywhere.

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 and 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 Coastal Health & Wellness.

Coastal Health & Wellness 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 a Coastal Health & Wellness 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 (409) 938-2425. If your concerns are not addressed, you may contact The Joint Commission at (800) 994-6610.

Your health and safety are our biggest concern!