



**PATIENT
SAFETY
WEEK**

2014



BETTER CARE STARTS HERE



About Patient Safety Week

Patient Safety Week, from **3 to 9 November 2014**, is a focus on our commitment to work with you to provide the best and safest care possible, every time.

Hospitals give excellent care overall, but occasionally things go wrong. Together, we can help make your time in hospital as safe as possible.

How are we making health care safer?

Doctors, nurses and hospital staff are working hard to give safe, high-quality health care for everyone in New Zealand. For example, hospitals have in place programmes to prevent people from falling, getting infections and being given the wrong medicine, and programmes to make surgery as safe as possible.

What happens if things go wrong?

If things go wrong, hospitals must tell patients and their families and whānau what has happened. They must involve them in looking into what happened and why (called the review process), and let them know the outcome of the review.

Hospitals carry out reviews to see if any lessons can be learnt to stop the incident from happening again, and to make sure patients are kept fully informed about their health care.

What you can do



There are some ways you can help yourself to stay safe in hospital.



- **Talk** with your doctor and nurse and tell them what you know about your illness or injury.



- **Ask questions** to help you understand your treatment – why you are having it, the choices, what will happen and the risks and benefits.



- **Clean your hands** often to help stop infection, and ask your visitors to clean their hands.



- **Keep a list** of and learn the names of the medicines you are taking, the reasons you are taking them and when and how to take them.



- **Ask for the results** of any tests you have and what happens next.



- **Get to know your ward** and make sure the **call bell** is always within easy reach.



- **Before leaving hospital**, ask what you and your family/whānau need to do at home.

For more information about staying safe in hospital go to www.open.hqsc.govt.nz



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND
Kupu Taurangi Hauora o Aotearoa