

To prevent health care errors, patients and families are urged to make improvements or voice a concern.

Speak UP!

Everyone has a role in making health care safe – family members, caregivers, physicians and health care professionals.

Hospice organizations across the country are working to make health care safety a priority. You, as the patient or family, can also play a vital role in making your care safe by becoming an active, involved and informed member of your health care team.

CAREWELL
SUPPORTIVE CARE
Improving Quality of Life



AN AFFILIATE OF HOSPICE OF MARION COUNTY



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the gold stand in national quality healthcare

S	peak up if you have questions or concerns, and if you don't understand, ask again. It's your body, and you have a right to know.
P	ay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right hospice staff. Don't assume anything.
E	ducate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.
A	sk a trusted family member or friend to be your advocate.
K	now what medications you take and why you take them. Medication errors are the most common health care mistakes.
U	se a hospital, clinic, surgery center or other type of health care organization that has undergone a rigorous on-site evaluation against established state-of-the art quality and safety standards.
P	articipate in all decisions about your treatment. You are the center of the hospice health care team.

To report a safety concern, file a complaint or make a suggestion, you may:

- Talk with any staff member who will try to resolve the issue immediately
- Ask to speak with the Clinical Coordinator
- Call the Quality Improvement Department at (352) 873-7400 or write to us at:

Center for Comprehensive Palliative Care, dba, Carewell
ATTN: QI Department

3231 SW 34th Avenue | Ocala, FL 34474

If you are not comfortable discussing a problem with your team, call (352) 873-7400 to contact:

- Rick Bourne, CEO, Hospice of Marion County
- Deb Frank, Chief Compliance Officer
Director of Quality Improvement