

# Safety Information



## Speak Up: You are the center of the health care team

As patients, you have a role in keeping your health care environment safe by being involved in the care you receive and knowing how to **Speak Up**. **Pacific Hospital of Long Beach** supports and urges patients to participate in the **Speak Up** program, sponsored by JCAHO. For more information about the program or JCAHO, visit [www.jcaho.org](http://www.jcaho.org)

The **Speak Up** program urges patients to get involved in their care. Efforts to increase consumer awareness and involvement are supported by the Centers for Medicare and Medicaid Services. This initiative proves simple advice on how you, as the patient, can make your care a positive experience. Research shows that patients who take part in decisions about their health care are more likely to have better outcomes.

- **S**peak up if you have a question or concerns, and if you do not understand, ask again. It's your body and you have the right to know.
- **P**ay attention to the care you are receiving. Make sure you are getting the right treatments and medications by the right health care professionals. Do not assume anything.
- **E**ducate your self about your diagnosis, and 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. Medications errors are the most common health care mistakes.
- **U**se a hospital, clinic, surgery center, or other type of health care organization that has undergo a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by JCAHO.
- **P**articipate in all decisions about your treatment. You are the center of the health care team.