

# SAFETY PRACTICES & POLICIES

When you or your family member is a patient at Riverwood Healthcare Center, we want to be sure you receive the best and safest care possible. Our hospital and healthcare professionals are committed to providing the best care for you and your family. We ask you to join us to make sure that our care meets your needs. We encourage you to let us know when it does not.

Riverwood is dedicated to sharing information on quality and safety with you and your family through efforts such as voluntarily participating in the Leapfrog Group Survey. Leapfrog is a coalition of more than 100 public and private organizations that share our commitment to provide the safest healthcare possible. The Leapfrog Group survey can be completed by visiting: [www.leapfroggroup.org](http://www.leapfroggroup.org)

- To make your healthcare visit safe, we have many steps in to assure you receive reliable care. Here are some of the primary ones:
- Your safety is central to every aspect within our hospital. It is the top priority at all levels of our organization including management, physicians, and staff.
- We have a patient safety committee in place to evaluate any safety concern brought up by staff, patients or family members. The committee reviews each safety aspect and develops steps to make our hospital a safe place to receive your care.
- All physicians and nurses at our hospital are board-licensed and participate in continuing education.
- For medication safety, we double-check to make sure you receive the right medication, right dose, with the right method at the right time. We encourage you to speak up if you have any questions about your medication.  
We recommend you to have a family member or friend with you during your health care visits. They can provide comfort, support, and can also help ask questions.
- We participate in the Minnesota Hospital Association's Patient Safety Registry. This provides us with the latest safety information from around the state.
- We encourage you to ask questions and take notes. We encourage you, your family, and staff to speak up if there is a safety concern.

Riverwood Healthcare Center is accredited by The Joint Commission. For more information on patient safety in healthcare facilities, visit [The Joint Commission website](#)