Suggestions to Improve Patient Safety

Please take a moment to list any thoughts you may have about the patient safety you experienced while with us. Your comments are extremely important to us.

**Patient Safety Suggestions:**

• New security enhancements have been initiated.
• New security cameras have been installed.
• A new Family Resource Center is located on the 3rd Floor.
• A new Safety Store is located in the Main Lobby.
• Spill Stations to clean up spilled liquids have been placed near all elevators.
• Patient ID and security disk rounds are performed and documented daily.
• Hallway mirrors have been installed.
• FREE valet parking service is available to our patients.
• Clocks have been placed in all patient rooms.
• A Family Advisory Council has been formed.
• A new parking garage was constructed.

Your suggestions are important to us.
Please take a moment to share your ideas so that we may continually improve and enhance our patient safety programs. We want you to partner with us to provide the safest care possible for your child.

Thank you.

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**YOUR SUGGESTIONS MATTER…..**

Look what happens when patients and their families share their thoughts and ideas with us:

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**Asking Questions**

The most important thing we want you to do is ask questions. If you do not understand our answer, ask again. Never hesitate to let us know what you are thinking or seeing.

You are encouraged to write your questions and have them available for when the appropriate hospital personnel can answer them for you. Your questions are both expected and welcomed!

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**Name & Address (optional):**

Please give this to any employee or drop it off in the box labeled “PATIENT SAFETY SUGGESTIONS” at the main desk.

Thank you!

Have Questions?

Please call or email the Patient Relations Department at 1-302-651-4799 or InfoduPont@Nemours.org.

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There is nothing more important.
The Alfred I. duPont Hospital for Children makes excellence in patient health care and safety our top priority. As the most important member of your child’s health care team, we ask that you join us in our efforts to provide the safest possible environment for your child.

Please take a moment to read this brochure. It covers several different topics that promote safe health care, by providing simple advice on how we can increase patient safety in our organization. A brief form is included at the end of this brochure to help you in that process.

Identification Tags & Bracelets

To protect all patients and staff, we ask for your help in following our security practices. To put your mind at ease, our hospital uses an inpatient security tagging system.

We have also implemented a secure access system throughout the entire hospital. After visiting hours, all patient units are secured. Access to these units can be obtained by lifting the telephone handset near the unit entrance. The telephone connects with the nurses’ station inside the unit, and the door will be unlocked for entrance into the unit.

Inpatients should always be wearing an identification bracelet during their stay. We ask you to be aware of the following:

- If at anytime you find your child without an ID band or if you notice the name to be incorrect, please let our staff know. You can expect us to immediately place a correct ID band on your child.
- Expect our staff to check your child’s ID band to verify your child’s name, medical record number and/or date of birth before any care is given. This includes medications, treatments, surgeries, and transportation of your child to any place within the hospital. If our staff does not follow these rules, please feel free to remind them.
- Expect health care workers to introduce themselves when they enter your child’s room and look for their identification badges. All our staff wear identification badges. If you don’t know if someone is a staff member, feel free to ask to see their badge.
- Don’t hesitate to tell your nurse or doctor if you think he or she has confused your child with another patient.

Medications

In our efforts to prevent medication errors from occurring, we ask that you do the following:

- Bring the bottle of medication your child takes at home with you when your child is being admitted. We will make a list of these medications. You will then be asked to take these medications home for safekeeping.
- If your child has any allergies, please let us know.
- For all medications we give your child, ask us:
  - the name and purpose
  - the dose
  - the time of day and intervals at which it should be given
  - any side effects you should know about
- Don’t be afraid to tell the nurse or the doctor if you think your child is about to receive the wrong medication or dosage.
- When you leave us, please be sure to understand the medications your child will take at home as well as the amounts and times of day. Be sure you have your discharge instruction sheet and understand all the instructions before leaving the hospital.

Surgery

If your child has surgery here at the hospital, be sure to:

- Review the information provided on our Consent Forms carefully before signing. Please be sure to ask questions so that you fully understand what will happen during your child’s treatment or procedure. Ask your doctor, nurse, or any health care team member taking care of your child.
- Know that in the Operating Room, we check the exact procedure to be performed and the correct site PRIOR to beginning surgery on your child. This may include marking your child’s surgical site with a special skin marking pen.

Help us protect everyone from colds and flu

Washing your hands should take at least 15 seconds:

- Use warm water and soap generously
- Lather all surfaces of your hands including thumbs, fingernails, and the back of your hands
- Rinse thoroughly with clean water
- Dry your hands with a clean paper towel; then use the towel to turn the faucet off
- Discard used paper towels into a trash can

Use our alcohol-based sanitizer:

- Rub sanitizer all over your hands and between your fingers, until dry. The sanitizer kills the germs on your hands.

Preventing Patient Falls

Wagons are a very useful and fun way to transport your child around our facility. If you enjoy using our wagons we ask that your child sit down in the wagon at all times to prevent accidental falls or injury.

When not in the crib or bed, your child should wear slippers or shoes to prevent falls or infection. All patients and visitors should wear slippers or shoes in the hospital hallways at all times.

Infection Control

If you have a cough or fever, we will ask you to wear a simple mask during your visit with us.

Child Passenger Safety Program

To make sure your child’s car seat is installed correctly, duPont Hospital provides free child passenger safety seat checks. Appointments are required. Please call 302-651-5437 for an appointment time and directions to the safety check location.