

Our Commitment to Excellence in Care

Our hospital is deeply committed to providing every patient with safe, high-quality and compassionate care. We are guided by our mission to deliver healthcare services that patients recommend, physicians prefer and communities trust. Our **Quality and Safety Strategic Plan** establishes the structure and priorities needed to continuously improve outcomes and eliminate preventable harm.

We integrate patient safety and quality goals directly into our operational and strategic priorities—ensuring data-driven decision-making and alignment with best practices in healthcare quality and safety. This commitment is reflected in every level of our organization, from bedside care to executive leadership, as we work together to foster a culture of safety, transparency and continuous improvement.

Strategic Quality and Safety Priorities

Our strategic goals are focused on advancing excellence across all areas of care delivery:

- **Preventing hospital-acquired infections (HAIs):** Through adherence to evidence-based bundles, rigorous infection prevention protocols and daily safety audits, we aim to reduce and ultimately eliminate preventable infections.
- **Eliminating preventable harm:** We are steadfast in our goal of zero harm events, by ensuring compliance with national safety standards and ongoing staff education.
- **Enhancing the patient experience:** We are committed to improving communication, strengthening leader rounding practices and upholding compassionate service standards to ensure every patient feels heard, respected and cared for.
- **Reducing readmissions and improving care transitions:** Through predictive analytics and interdisciplinary collaboration, we identify patients at risk for readmission and implement proactive strategies to support recovery and continuity of care.
- **Advancing diagnostic and age-friendly care excellence:** We promote diagnostic accuracy and implement age-friendly principles to enhance care for older adults and improve outcomes across diverse patient populations.

We are committed to fostering a **culture of psychological safety**—one in which every team member feels empowered to speak up, report concerns and contribute to meaningful improvements without fear of reprisal. Together, we strive to create a healthcare environment where safety, compassion and excellence are the foundation of every patient's experience.

Embedding Safety into Organizational Policy

Our policies and strategic planning processes explicitly prioritize patient safety. Every new program, capital investment and operational initiative is evaluated through the lens of safety and quality impact. Policies are current with evidence-based standards and CMS quality domains.

By embedding safety into the foundation of our organizational decision-making, we ensure that every action we take—whether clinical, operational or strategic—supports our mission to deliver the highest standards of patient-centered care.