

REPORTING SAFETY & QUALITY PROBLEMS

Naval Health Clinic Annapolis and the Branch Health Clinics strive to improve patient safety and reduce risk to Patients, visitors and staff through an environment that encourages the following:

- *Recognition, identification, and reporting of errors for review*
- *Internal reporting of events along with actions to prevent reoccurrence and improve processes as needed*
- *Minimization of blame for reporting or involvement with an event*
- *Communication of information that fosters a "culture of safety" for all entrusted to our care*

Reporting of near misses and other events allows us to prevent future loss or injury, provide a safe health care environment, and improve the quality of care for our beneficiaries.

For questions specifically regarding patient safety issues or other suggestions for improvement, please call the Performance Improvement Office at 410-293-1187 or the Patient Safety Manager at 410-293-1342.

Patients and staff may also contact their Command Customer Relations Officer Representative to express concerns.

If issues or concerns have not been satisfactorily resolved, The Joint Commission may be contacted directly at 1-800-994-6610 or at www.jointcommission.org.