Providing safe and high quality healthcare to our patients is the priority focus of Olean General Hospital. We are pleased to share with you information regarding several 2015 quality and patient safety initiatives and accomplishments that help assure that each and every patient receives the very best patient care.

**TOP HOSPITAL SAFETY SCORE:** Olean General Hospital earned an ‘A’ for hospital safety in a recently released hospital quality rating by The Leapfrog Group, a national, independent non-profit rating organization which measures quality and safety in U.S. hospitals. Olean General Hospital was one of only three hospitals in Western New York to receive an ‘A’ grade. Leapfrog uses 28 measures of publicly available hospital safety data to produce a single A, B, C, D, or F score for hospitals. The score represents a hospital’s overall capacity to keep patients safe from preventable harm.

**ULTRAVIOLET ROBOT:** Given increased nationwide concern with hospital acquired infections, OGH, and its sister hospital Bradford Regional Medical Center, became the first and only hospitals in the region to introduce advanced ultra violet technology to create a safer environment for patients and staff. Intense ultraviolet light from a mobile robot is utilized in patient treatment areas to damage the DNA of micro-organisms, and kill up to 20% more infection causing germs and pathogens than surface cleaning alone. The technology is designed to supplement, not replace, manual surface disinfection in the hospital.

**REMOTE INTERPRETER SERVICE:** Olean General Hospital implemented a new cloud-based remote interpretation service to assure that deaf and non-English speaking patients are fully engaged in their hospital care. The Stratus Video Remote Interpreter service is available to patients and their healthcare providers 24 hours a day and uses innovative technology to connect them in less than 30 seconds with interpreters in more than 175 spoken and signed languages. The ability of hearing impaired and non-English speaking patients to effectively communicate with their healthcare providers is basic to assuring the safety and quality of their care.

**STOP THE LINE:** Empowering our employees and physicians to openly voice patient safety concerns is at the core of OGH’s “Stop the Line” program. Introduced in early 2015, the program allows any staff member the power to speak up and “stop the line” with respect to any hospital procedure or action that they perceive may be harmful to patients. “Stop the Line” participation by all staff members, regardless of their position in the hospital, is a basic expectation of all staff and underscores the role of each and every OGH employee in the creation of our hospital’s culture of safety.

**PATIENT LIAISONS:** Olean General Hospital introduced Patient Experience Liaisons throughout the hospital’s patient care units to help assure that the concerns of our hospitalized patients are addressed as efficiently and as effectively as possible. Working alongside nursing staff members, the patient care liaisons’ sole focus is interacting with all hospitalized patients in order to resolve numerous issues that can negatively impact their hospital experience. The liaisons, who are nursing assistants, provide “real time” assistance to patients in order to optimize patient comfort and minimize patient frustrations.

The 2015 initiatives and accomplishments noted above are just a sample of work and effort undertaken in 2015 to enhance patient care quality and safety. We are extremely proud of the work of our employees and physicians to assure that each and every one of our patients receives the very best care.