

ProMedica Flower Hospital

PATIENT INFORMATION GUIDE



We are pleased you selected our hospital for your care. Our Mission is to improve your health and well-being. This guide offers information that you, your family and your guests may need during your stay at ProMedica Flower Hospital.



**PROMEDICA
FLOWER HOSPITAL**

A Division of ProMedica Toledo Hospital

419-824-1444

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IMPORTANT HOSPITAL NUMBERS

MAIN NUMBER	419-824-1444	INTERPRETER SERVICES	419-824-1444
FINANCIAL COUNSELORS	800-477-4035	LOST AND FOUND	419-824-1101
GIFT SHOP	419-824-1200	SECURITY	419-824-1444
INFORMATION DESK	419-824-1101	PATIENT ADVOCATE	419-824-1879

ABOUT OUR FACILITY

Tobacco-Free Policy

All ProMedica campuses are tobacco free, indoors and outdoors. The use of tobacco, including electronic cigarettes and other combustible smoking products such as herbal cigarettes, is not permitted in our buildings, lawns, walkways, sidewalks, parking lots, parked cars in parking lots, or any other grounds that ProMedica maintains. As a courtesy, please also be considerate of our neighbors and avoid littering and loitering on properties that surround our campus.

Visitation/Quiet Time

Visiting hours depend on the department and patient's level of care. Ask a staff member for more information. Rest is an important part of your care. But, we know that family and guests help make your hospital stay more pleasant.

- It may be necessary for your doctor or nurse to limit the number of family/guests in the room.
- Your comfort and that of other patients is important to us.
- Quiet time is observed during the hours of 2 – 3 p.m. and 9 p.m. – 6 a.m. During those hours, we ask that you and your family/guests help us maintain the quiet, peaceful atmosphere necessary for our patients' well-being and healing.

OUR COMMITMENT TO YOU

For more than 100 years, the physicians and staff of ProMedica Flower Hospital, a division of ProMedica Toledo Hospital, have worked to provide quality health care to our community. Through the years, ProMedica Flower Hospital has combined advanced technology with a personal, caring touch to meet the needs of our patients. This patient services guide is designed to familiarize you with the services available at ProMedica Flower Hospital. If you have a need or question that is not addressed in this guide, please feel comfortable contacting any member of our health care team.

Additionally, if you wish to discuss your experience at ProMedica Flower Hospital, please do not hesitate to contact us at 419-824-1444. During your stay with us, ProMedica Flower Hospital staff will bring together their special talents to help restore your health. Please accept our sincere wishes for a swift recovery and return to your loved ones.



Sincerely,

A handwritten signature in black ink that reads "Darrell Wachowiak".

Darrell Wachowiak, RN, BSN, MHA
President
ProMedica Flower Hospital

OUR MISSION is to improve your health and well-being.

OUR VALUES

Compassion

We treat our patients and each other with respect, integrity and dignity. Because each of us is a caregiver, our actions, words and tone let others know we truly care about them.

Innovation

We continually search to find a better way forward. We seek and embrace changes that enable us to deliver high-quality care and the best possible outcomes.

Teamwork

We are an inclusive team of diverse and unique individuals who collaborate to meet the ongoing needs of our patients and communities. We partner with others because we are better together than apart.

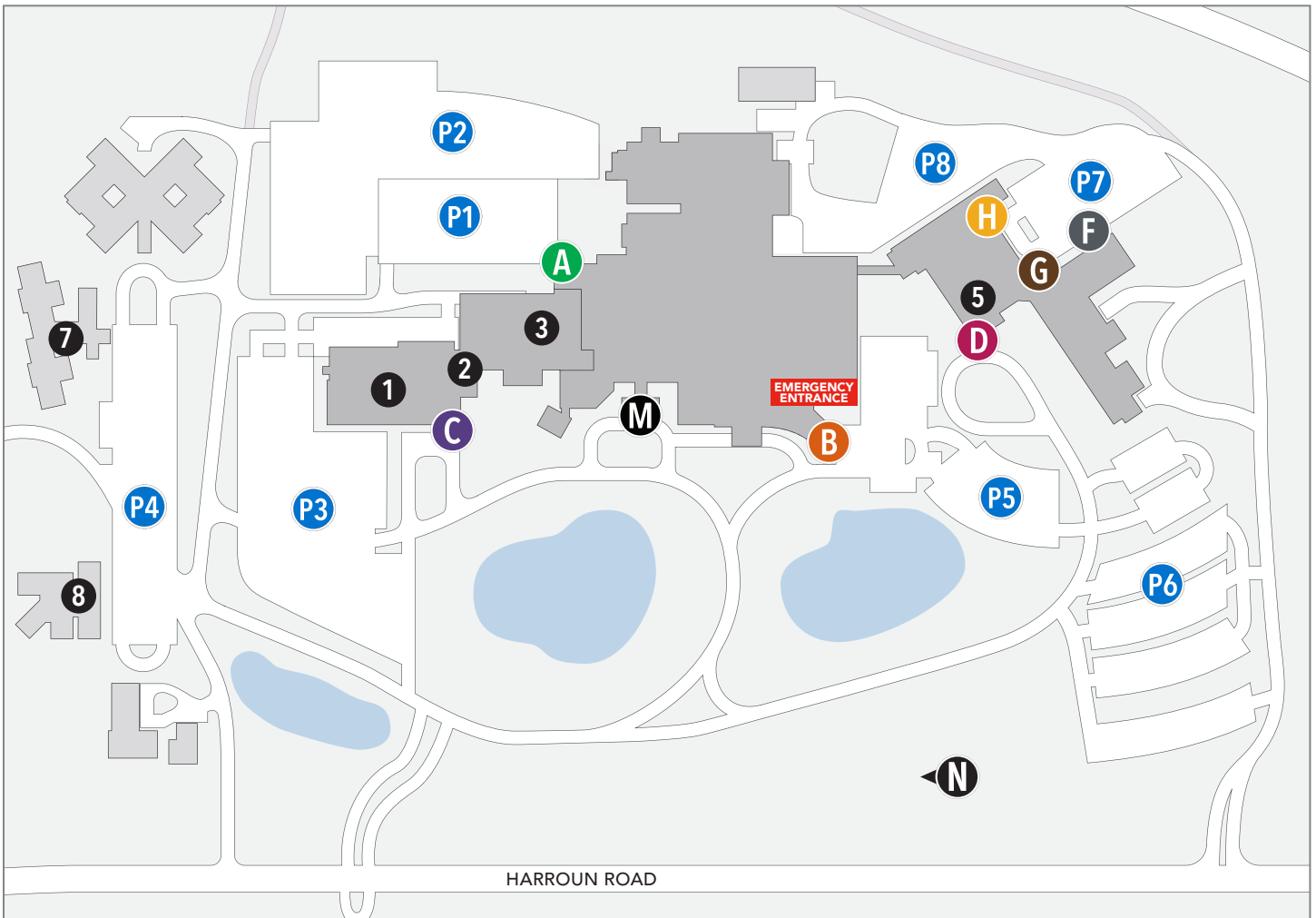
Excellence

We strive to be the best in all we do; we value lifelong learning, practice continuous improvement and provide exceptional service in living our Mission to improve your health and well-being.

Learning

We are committed to providing opportunities for lifelong learning, both personal and professional, to our employees and residents so they can provide superior care and service to those in our care. We are also committed to providing an atmosphere of clinical excellence to ensure valuable experiences to our medical residents and other learners.

PROMEDICA FLOWER HOSPITAL MAP – CAMPUS



1 Medical Office Building II
5308 Harroun Road

2 Hickman Cancer Center
5300 Harroun Road

3 Medical Office Building I
5300 Harroun Road

4 Conference Center
5150 Harroun Road

5 Sleep Disorders Center
5150 Harroun Road

6 Cardiac and Pulmonary Rehab
5150 Harroun Road

7 Hospice of Northwest Ohio
5340 Harroun Road

8 ProMedica Eidi Family
Rehabilitation Center
5360 Harroun Road

P Parking

A MOB I Entrance

B Emergency and
Surgery Entrance

C MOB II Entrance

D Entrance D

F Cardiac and Pulmonary
Rehab Entrance

G Total Rehab and Sleep
Disorders Entrance

H Conference Center Entrance

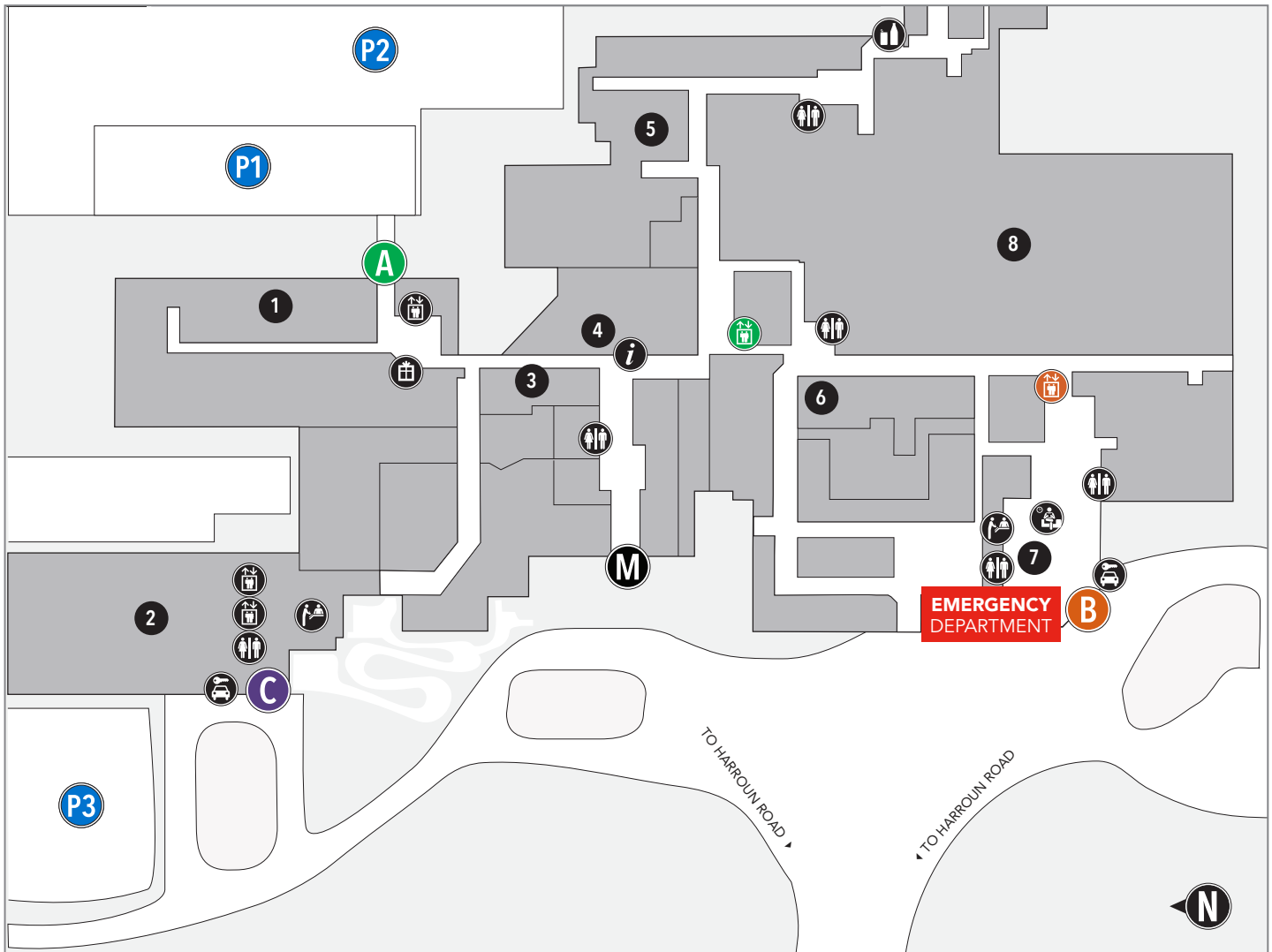
M Main Entrance

PROMEDICA FLOWER HOSPITAL MAP – DESTINATION GUIDE

Destination	Parking	Entrance	Elevator	Floor
Administration	P8	H		G
Cardiac and Pulmonary Rehab	P7	F		G
Conference Center and Board Room	P8	H		G
CT 1st Floor	P5	B		1
Drs. Ernst and William C. Sternfeld Education Center	P1	A		1
Emergency Department	P5	B		1
Emergency/Surgery Lobby	P5	B		1
Genetics	P1	A		1
Hickman Cancer Center – Medical Oncology	P1	A		G
Hickman Cancer Center – Radiation Oncology	P1	A		G
Main Lobby	P1	A		1
McKesson Vascular and Cardiac Testing	P5	B	A	2
Medical Office Building II – Atrium	P3	C		G
Nuclear Medicine	P1	A	A	G
Outpatient Lab	P3	C		G

Destination	Parking	Entrance	Elevator	Floor
Physician Offices/MOB I	P1	A		
Physician Offices/MOB II	P3	C		
ProMedica Federal Credit Union	P1	A	A	G
Pulmonary and Sleep Physicians	P7	G	H	1
Radiology – MRI	P1	A	A	G
Radiology – PET/CT Scan	P1	A	A	G
Radiology – X-ray and Ultrasound	P1	A	A	G
Sleep Disorders Center	P7	G	G	1
Special Procedures/Cardiac Cath Lab	P1	A	A	G
Surgery	P5	B		1
The INN Between Cafeteria	P1	A	A	G
Total Rehab	P7	G		G
Waiting – Medical Oncology	P1	A		G
Waiting – Radiation Oncology	P1	A		G

PROMEDICA FLOWER HOSPITAL MAP – MAIN FLOOR



1 Physician Offices/MOB I
5300 Harroun Road

2 Physician Offices/MOB II
5308 Harroun Road

3 Genetics

4 Drs. Ernst and William
C. Sternfeld Education
Center

5 Post Procedure Recovery

6 CT 1st Floor

7 Emergency/Surgery
Lobby

8 Surgery

Elevator

Gift Shop

Information

Parking

Patient Registration/
Cashier

Restroom

Valet Service

Vending

Waiting Area

MOB I Entrance

Emergency and Surgery
Entrance

MOB II Entrance

Main Entrance

To ensure effective communication with patients and their companions who are deaf, hard of hearing, have limited English proficiency (LEP), or have other language barriers, ProMedica provides appropriate auxiliary aids and services free of charge. These services may include: American Sign Language and oral interpreters, foreign language interpreters, video remote interpreters, a video relay service, speech to text services, visual aids, written materials and closed captioned television. Please ask your nurse or other ProMedica personnel for assistance or contact the Americans with Disabilities Act (ADA) administrator at your facility.

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-844-810-1634 (TTY:711) まで、お電話にてご連絡ください。

Vietnamese: CHÚ Ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số 1-844-810-1634 (TTY: 711)

PATIENT RIGHTS AND RESPONSIBILITIES

We strive to provide the best level of health care for all patients and their representatives.

Patient Rights

ProMedica values the basic rights of human beings for independence of expression, decision, action and concern for personal dignity and human relationships. The following basic rights will apply to patients while they stay with us. **As a patient, you have the right to:**

- Receive medical care and be informed of who is taking care of you
- Be treated with dignity and respect
- Have a family member/representative of your choice and your physician notified of your admission
- Receive information in your preferred language and actively participate in decisions about your care and treatment
- Refuse care, treatment and services
- Decide who may provide you support and speak for you
- Access religious and spiritual services
- Participate in ethical issues and questions about your care
- Receive private and confidential care in a safe and secure environment free from neglect, exploitation and verbal, mental, physical and sexual abuse
- Have appropriate assessment and management of your pain
- Know guest visitation restrictions or limitations
- Obtain information regarding and/or have an advance directive
- Access protective services including notifying government agency of neglect or abuse
- Consent or refuse to participate in research studies or production of recordings, films or other images
- Access the organization's formal process for handling complaints and having complaints addressed in a timely manner and aware that care will not be affected

- Receive information about hospital charges, payment methods and financial assistance as needed
- A medical chaperone is available upon request. Please let us know if you would like one present

Patient Representative Responsibilities

- Provide information about health status to facilitate care, treatment and services
- Follow the treatment plan, keep appointments and speak up when you do not understand the plan
- Respect the rights of other patients and health care personnel
- Follow organizational rules and regulations that support quality care and a safe environment
- Fulfill financial obligations as promptly as possible

Notice of Nondiscrimination and Accessibility

Discrimination is Against the Law

ProMedica complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, ancestry, religion, sex/gender (including pregnancy), sexual orientation, gender identity or gender expression, age, physical or mental disability, military or protected veteran status, citizenship, familial or marital status, genetics, or any other legally protected category.

ProMedica provides:

Free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters (utilizing VRI and on-site resources)
- Written information in other formats (large print, audio, accessible electronic formats)

Free language services to people whose primary language is not English, such as:

- Qualified interpreters (utilizing VRI, OPI, and on-site resources)
- Information written in other languages

If you require these services, contact ProMedica Customer Service at 844-810-1634 or go to the nearest registration area or information desk.

Patients and Family Advisory Council

ProMedica recognizes the unique expertise and knowledge of patients and their families. The Patient and Family Advisory Council was established to bring together patients, family members and hospital caregivers to foster collaboration and communication. Our ultimate goal is to promote patient and family centered care to improve quality and safety while enhancing the patient experience. Meetings are held regularly throughout the year on ProMedica Flower Hospital's campus.

For more information or to become a member of ProMedica Flower Hospital Patient and Family Advisory Council, please email pfac@promedica.org or contact administration at 419-824-1019.

If you believe that ProMedica has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance. You can file a grievance in person, by mail, fax or email.

Office of Diversity and Inclusion

Mail: ProMedica
100 Madison Ave., MSC-S18716
Toledo, Ohio 43604

Phone: 419-291-7700

Toll Free: 844-810-1633

TTY: 7-1-1, or
800-750-0750 (Ohio Relay Service)

Fax: 567-585-9494

Email: inclusion@promedica.org

If you need help filing a grievance, the Office of Diversity and Inclusion is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Ave. SW
Room 509F, HHH Building
Washington, D.C. 20201
800-368-1019
800-537-7697 (TDD)

Complaint forms are available at
hhs.gov/ocr/office/file/index.html.

FOR YOUR SAFETY AND SECURITY

Putting Your Safety First

We value your health and safety, and we want you to feel comfortable and secure during your stay. You may not be able to walk or move without help because of your health or medications. Our staff is here to help turn you in bed, move you from the bed to a chair and help to get you to and from the bathroom. In order to keep you safe during your stay we may use special equipment to help you.

How Our Safe Patient Handling Program Helps You

- Improves your comfort, safety and dignity
- Helps to prevent you from falling
- Increased movement helps to keep your bowel and bladder working
- Makes turns and moving to chairs and stretchers more comfortable
- Moving more often while recovering speeds your return to home

Fall Prevention

To minimize your risk of falling in the hospital:

- Avoid getting up without assistance unless a doctor or nurse has told you that you are able to stand up and walk around on your own. Use your call light to ask for help
- Tell the nurse if you experience a sudden need to use the restroom
- Tell a doctor or nurse if you are feeling especially anxious or depressed. These feelings are sometimes associated with falls

Become Involved and Informed About Your Health Care

Patient safety is important to every employee. As the patient, you also help to make your care as safe as possible by becoming an active member of the health care team. We encourage you to:

- Be active in your care and care decisions. Discuss each step of your care with your doctor. Ask your doctor and health care team what you can do to improve your health and speed your recovery. Ask what tests have been ordered and why.

- Please ask if you have questions or concerns. If you don't understand something, ask again. Write down important facts the doctor or caregiver tells you. Ask if there is written information that may help you.
- Know the medicines you take. Give your doctor or nurse a list of all the medicines you normally take, including over-the-counter medicines, vitamins and herbal supplements. Learn about new medicines you may receive while in the hospital. If you don't recognize a medicine you are given, bring this to your nurse's attention.
- Tell your doctor and nurse about any allergies you have and the type of reaction they cause.
- Pay attention to the care you receive. Hospital employees wear photo ID badges and will introduce themselves to you. If you have questions about your treatment, medicine or procedure, ask your caregiver to double check.
- Expect your caregivers to wash their hands and/or use a hand cleaner often.
- Expect your caregivers to check your armband before administering medications or providing treatment.

Rapid Response Team

The rapid response team provides early and rapid intervention for patients whose condition may be a serious concern. The rapid response team brings critical care expertise to the patient's bedside to assess the patient's condition and recommend interventions. The combined knowledge and skill of these individuals will allow us to better care for our patients.

General Safety Tips

- Use the call system if you need help. Your caregiver will show you the locations of the call buttons and how to use them. Each bed and bathroom has one.
- Wear secure-fitting, non-skid soled shoes or slippers to avoid slips and falls.
- Let us know if you use a walker or cane. We'll keep it within easy reach.
- Make sure you have a clear path. Always ask for help if you must take medical equipment with you as you move about.
- Ask for help if you feel weak or dizzy.

Security Concerns

We make every effort to provide for your safety during your stay. If you have concerns about security, please talk with your doctor or nurse.

Patient Concerns

We truly hope you are pleased with your care and your stay with us. If for any reason your concerns or needs are not addressed, please request to speak to the unit director or his or her representative. Additionally, because your loved ones know you best, they may notice changes that should be brought to the attention of your caregivers.

Your family should contact the unit director if:

- There is any change in your condition that has not been recognized by the health care team.
- They have questions or concerns about care that have not been answered.
- They have reported a change in your condition that they feel is not being addressed.

You or your loved ones can also submit concerns online at promedica.org/contactus. At any time, you may contact The Joint Commission or The Ohio Department of Health using the information provided below.

Ohio Department of Health Provider and Consumer Services Unit (ODH, PCSU)

Mail: 246 N. High St.
Columbus, Ohio 43215

Fax: 614-728-9169

ODH Complaint Hotline: 800-342-0553

Email: HCComplaints@odh.ohio.gov

Online: Complete the Complaint Form online and submit the form electronically to PCSU

The Joint Commission

Phone: 800-994-6610

Email: complaint@jointcommission.org

Fax: Office of Quality
630-792-5636

Mail: Office of Quality
The Joint Commission
One Renaissance Blvd.
Oak Brook Terrace, Illinois 60181

After you go home, you may be asked to participate in a survey that asks questions about your hospital stay. Thank you for taking time to share your thoughts. Your responses will help us continue to improve our services and care.

If you have concerns about quality of care or premature discharge, you can also contact:

Livanta Medicare Beneficiary Help Line:

888-524-9900, TTY: 888-985-8775

Identifying Your Caregivers

1. You may see more than one doctor while you are in the hospital. The doctor who admitted you may seek consults from other doctors about your care.
2. All employees wear picture ID badges that include their name, title and department. You may encounter a number of employees while staying at ProMedica Flower Hospital.

Medical Decision Making

We ask each adult patient when admitted if he or she has an advance directive. An advance directive identifies someone you have chosen to make medical care decisions for you if you are unable to do so (Durable Power of Attorney for Health care) or states your wishes about the medical care you would want if you could not choose for yourself (Living Will). Each patient's response will be added to his/her medical record. Patients who have an advance directive should bring a copy of the document(s) to the hospital. If you have any questions about advance directives or if you would like a copy of an advance directive form, ask your caregiver.

Personal Items

While not necessary, you may prefer to bring a few items from home such as pajamas, robe, slippers and personal care items for use during your stay in the hospital. We recommend that you do not keep any valuables with you at the hospital and ask that you send all valuables home with family or guests, as the hospital is not responsible for lost or broken patient belongings. If you choose to keep your valuables with you, the hospital can provide a safe storage location for your use. Dentures, glasses and hearing aids are vital for many patients. Ask your nurse to provide you with a container to store your dentures, hearing aids and glasses when not in use. When not in use, storing these items in a properly labeled container will help prevent them from becoming lost. Please be sure to have them with you when you are transferred from one location to another.

Personal items left at the hospital after your discharge will be sent to the hospital information desk. Please call 419-824-1101 for help locating lost items.

PUTTING YOUR HEALTH FIRST

Pain Control

Our goal is to provide the safest and most effective method of pain control. Your nurses and doctors want and need to know about your pain, so please tell them whenever you are in pain. There are many treatments for pain beside medications. Your health care provider will try treatments such as ice packs and repositioning and calming exercises such as deep breathing and guided imagery. Work with the health care team to see if any of these treatments help manage your pain.

- Ask for pain medication when the pain first starts. It is harder to ease pain once it becomes severe.
- Ask for pain medication before getting out of bed or walking.
- You may need to ask for pain medicine before dressing changes or other treatments that cause you pain.
- Tell your doctor or nurse how the pain control is working.

By treating your pain, you will not only be more comfortable, you will be more active and your strength will return faster. In addition, patients whose pain is well controlled tend to do better after surgery and have fewer problems.

Your nurse or doctor will ask you to describe your pain – where it is and how it feels. They will ask you to rate your pain by using a word scale or picture chart. Don't assume doctors and nurses know you are having pain. By working together, you and your caregivers can manage and treat pain. Please talk with your doctor or nurse about the best options for you.

Clean Hands

Hand hygiene is the single most important way to prevent the spread of germs. You can expect to see your caregivers clean their hands before and after touching you. If they do not, please ask them to clean their hands before touching you.

In addition, because blood and other bodily fluids can carry infection, your doctors, nurses and other health care staff may use equipment such as gloves, gowns and masks to protect you and others. To get rid of germs, apply hand sanitizer and rub your hands together until dry.

Ask your caregivers for hand sanitizer to keep at your bedside. Hand sanitizer is available in every patient room. Hands can also be cleaned by washing with soap and water for 20 seconds.

Cover Your Cough

Serious respiratory illnesses like the flu are spread by coughing, sneezing or unclean hands. Even healthy people can spread germs. Follow these basic practices to help stop the spread of germs. Turn away from other people when coughing or sneezing. Cover your sneeze or cough with a tissue or your upper arm. Throw your tissue away, and clean your hands with soap and water.

Isolation

Some germs can be passed from person to person. For this reason, some patients may be placed in isolation. When a patient is in isolation, a sign will be posted on the door showing what equipment is needed for people who enter the patient's room. Family/guests should check with nursing for any questions about isolation equipment. The reason for the isolation is not listed on the sign.

Identification Band

An ID band was put on your wrist when you were admitted. It provides a way for health care providers to identify you. It is very important that you wear your band at all times while you are in the hospital. Caregivers will check your ID band prior to administering medications, before any tests or procedures and at other times during your care.

DINING OPTIONS, OTHER AMENITIES AND SERVICES

ProMedica Flower Hospital is proud to offer **At Your Request – Room Service Dining®** by Sodexo. This innovative service allows you to pick from a restaurant style menu, located inside the room, and select what you want when you want it. You may order meals by calling 6368 (MENU) on the room phone from 7 a.m. – 6:30 p.m.

Dining

INN Between

The cafeteria at ProMedica Flower Hospital features a variety of menu options including hot meals, a grill, a salad bar and daily specials.

It is located on the ground floor and is open daily from 7 a.m. – 3 p.m.

Subway Café

Subway Café serves your favorite Subway sandwiches along with specialty coffee and tea drinks.

It is located on the first floor of the hospital in the emergency center/outpatient surgery waiting area and is open from Monday - Friday from 11 a.m. – 12:30 a.m.

Flower Hospital guests/visitors are always welcome to order room service between the hours of 7:30 a.m. – 5:30 p.m. Dial 6368 from patient room phone to order.

The INN Between and Subway are cashless. Only credit or debit card payment is accepted.

For your convenience beyond normal hours of operation, and cash payment option, vending machines are located next to the gift shop on the ground floor as well as in the emergency room waiting area.

[Click here](#) to view the INN Between menu.

Gift Shop

The ProMedica Flower Hospital Guild operates a gift shop on the hospital's first floor (near the entrance to the parking garage), which features a wide selection of gifts, cards, books, magazines, candy, flowers and personal items. MasterCard, Visa, Discover, and American Express are accepted. Proceeds benefit patient care services and projects at the hospital.

Gift Shop Hours

Monday – Friday: 10 a.m. – 5 p.m.

Saturday: Noon – 4 p.m.

Sunday: Closed

*Cash, payroll deductions and credit cards are accepted. Free gift wrapping is available.

Spiritual Care

Spiritual care and support can be a very important part of your hospital stay. A chaplain is available 24 hours a day, seven days a week to offer patient and family support, consultation, prayers, sacraments and devotional materials.

- Call the chaplain by dialing extension 241801 or talk with your nurse.
- Visit the non-denominational Pierce Memorial Chapel located off the main lobby on the first floor. The chapel provides a private haven for quiet reflection and meditation.
- Obtain scriptures and devotional materials through the spiritual care office.

Phone Service

You will be able to receive incoming phone calls daily. Outgoing calls can be made at any time. To place a call outside the hospital:

- Dial 9
- Listen for the dial tone
- Then, dial the telephone number

Phone Charges

You will not be charged for local, outgoing calls. You can charge long-distance calls to a credit card, calling card or your home telephone number.

Cell Phones

You may use a cell phone in all public areas of the hospital. This includes hallways, lobbies, public waiting areas and the cafeteria.

Do not use a cell phone within six feet of medical equipment or in non-public restricted areas such as intensive care, surgery, recovery and the lab.

Internet Access

Wireless Internet access is available throughout the hospital. Use the "PHSguest" network on your wireless devices. If you have difficulties connecting, call ProMedica's Help Desk at 419-291-3646

Television Service

TV service at ProMedica is free of charge to patients. Channel guides are available in each room.

ATM Machines

ATM machines are located:

- On the ground floor of the hospital inside the INN Between Cafeteria
- Next to the gift shop on the first floor

PREPARATION FOR DISCHARGE

We realize that one of the first things most people think about when they are admitted to the hospital is going home. Getting you well enough to go home is our goal, too. During your stay, your doctor(s) and discharge planning team (registered nurse, care navigators and social workers) will help you plan for discharge. You and your caregivers (a family member or guests) are important members of your team. Please take an active role in your care. Be sure to ask your discharge planning team for resources you may need for a successful transition from the hospital to your home.

Rehabilitation and Post-Hospital Care

ProMedica offers many options for post-hospital care. Your doctor, along with our staff of social workers, nurses and care navigators, will connect you with services to help you continue your recovery following your hospital stay. If you would like a list of facilities that serve our geographic area, please ask your nurse.

About Your Hospital Bill

We actively work to contain costs while providing quality care. Please familiarize yourself with your hospital insurance benefits and be aware of insurance requirements, such as prior authorization. We will bill your insurance with the information you provide. ProMedica requests all copays, deductibles and/or a deposit towards out-of-pocket expenses be paid at the time of or prior to service.

Hospital registration staff can accept your payment by check, debit card or credit card. If you do not have insurance, ProMedica offers free or discounted care for emergency and medically necessary services at all of our hospitals based on your income and family size. A financial assistance application must be completed to determine your eligibility. A financial assistance application is available at hospital registration, at promedica.org/financialassistance or by calling 800-477-4035 Monday – Friday during normal business hours. If you have questions or concerns about paying your hospital bill, please contact our financial assistance department at 800-477-4035 Monday – Friday during normal business hours.

EMPLOYEE RECOGNITION

Do you know a ProMedica employee or team that goes above and beyond the call of duty and makes a positive impact on the people around them? ProMedica Flower Hospital is accepting nominations for the following awards:

The DAISY Award is presented to a deserving nurse to celebrate the extraordinary compassion they provide patients and families every day. The award began in 1999 and is dedicated to the life of Patrick Barnes, who was hospitalized for eight weeks after having a dangerously low platelet count. His family appreciated the compassionate care Patrick received and wanted to do something to recognize those who provide care on a day-to-day basis.

Just days after he passed, Patrick's family began talking about what they would do to help fill Patrick's void. His wife, Tena, came up with the acronym, DAISY, standing for Diseases Attacking the Immune System (DAISY). Through this award, the hope is that each nurse who receives the award truly recognizes the positive impact they have on the patients in their care.

The ROSE Award was established in 2020 by the ProMedica Metro Hospitals to recognize outstanding employees in all roles in the hospital, not just registered nurses (RNs). This award celebrates the extraordinary efforts of the non-nursing employees who provide outstanding patient services in any position.

The IRIS Award stands for the Individual Recognition of Integrity and Safety and this award is dedicated to celebrating team members who go above and beyond to advocate for patient safety in our system.

The BOUQUET Award to the ProMedica Health System marks a significant milestone in recognizing and celebrating outstanding teamwork and collaborative efforts within the health care community. The BOUQUET Award aims to honor and appreciate the collective contributions of a health care team that goes above and beyond in providing excellent patient care.

To nominate an employee or team, please click one of the links below:

[DAISY Award](#)

[Bouquet Award](#)

[Iris Award](#)

[ROSE Award](#)

GRATEFUL PATIENT PROGRAM

The Grateful Patient Program is an enterprise wide initiative that includes all 11 ProMedica hospitals along with our provider division. This program provides an opportunity for individuals served by our ProMedica Health System to say "thank you" for the exceptional care they received by sharing their story or making a financial gift of impact.

The program also includes the opportunity for individuals and their families to honor or recognize a caregiver/care team which we all know is so very special to our colleagues.

If you are grateful for the care and compassion you or a loved one have received from ProMedica, consider giving a donation in honor of a special caregiver in your life, and they will be recognized with a champion of philanthropy pin.

Please visit giving.promedica.org/gratefulpatient to pledge your gift!

To prevent health care errors, patients, parents and caregivers are urged to...

SPEAK UP

Everyone has a role in making health care safe — physicians, health care executives, nurses, and technicians. Health care organizations across the country are working to make health care safety a priority. You, as the patient, parent or caregiver, can also play a vital role in making care safe by becoming an active, involved and informed member of the health care team.

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Speak up if you have questions or concerns and ask again if you don't understand the answers. You have a right to know.

Pay attention to the care you or your loved one are receiving. Make sure the correct treatments and medications are being administered by the correct health care professionals. Don't assume anything.

Educate yourself about the diagnosis, the medical tests you or your loved one are undergoing and the treatment plan.

Ask a trusted family member or friend to be your advocate.

Know what medications you or your loved one take and why the medications are prescribed. Medication errors are the most common health care mistakes.

Use a hospital, clinic, surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as those provided by The Joint Commission.

Participate in all decisions about you or your loved one's treatment. You are the center of the health care team.

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