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# Your Inpatient Safety Guide

Helping You Receive the Best Inpatient Care During Your Hospital Stay



Aetna supports Johnson & Johnson's commitment to *Partnership for Patients*, a Health and Human Services public/private partnership that will help improve the quality, safety and affordability of health care for all Americans. Johnson & Johnson is proud to be included in the thousands of organizations — including employers, providers and consumer groups — working with state and federal governments in this shared effort. *Partnership for Patients* includes specific goals focused on keeping patients from getting injured or sicker during hospitalization, as well as helping patients heal without complications.

## Did You Know?

- In 2016, researchers at Johns Hopkins Medicine estimate that medical errors is now the third leading cause of death in the United States. The Johns Hopkins study states that more than 250,000 Americans die each year from medical errors.<sup>1</sup>
- Hospital-acquired infections are the most common complication of hospital care in the United States and result in extended hospital stays, higher costs and increased risk of patient death. The CDC reports that in about 1 in 25 hospitalized patients will have an infection that is caused by their medical care.<sup>2,3</sup>

We want you to be informed about how to work with your physicians, nurses and other hospital staff to help lower your risk and make your hospital stay as safe as possible.

Studies find that patients who are more involved with their hospital care tend to have better outcomes, stay safer and recover faster.

That's why we are encouraging you and your spouse or partner to take the steps outlined in this brochure — steps that will make you more aware of the safety measures you can take before, during and after an inpatient hospitalization.

<sup>1</sup>Martin A Makary, Michael Daniel. **Medical error—the third leading cause of death in the US.** *BMJ*, 2016; i2139 DOI: [10.1136/bmj.i2139](https://doi.org/10.1136/bmj.i2139)

<sup>2</sup>Alleganzi, Benedetta, Sepideh Bagheri Nejad, and Didier Pittet. "The Burden of Healthcare-Associated Infection." *Hand Hygiene: A Handbook for Medical Professionals* (2017): 1-7

<sup>3</sup>CDC healthcare-associated (HAI) prevalence survey, [cdc.gov/hai/surveillance/](https://www.cdc.gov/hai/surveillance/), page last updated October 25, 2016



# Patient Safety Checklist

The following information includes reminders, recommendations and appropriate actions you and your family members can take to make sure that you and your providers are taking all of the steps possible – before, during and after your hospital stay – to minimize the risk of complications. If a family member will be your caregiver, please share this list with that person as well.

## Before Your Hospitalization



Confirm with your doctor the reason for the hospitalization and/or procedure and verify that there are not other less invasive, but equally effective, treatments for your condition.



Discuss with your doctor what you should expect in terms of recovery, including how pain will be managed and how long you will remain in the hospital.



Verify through Aetna that the hospital where you will be admitted has a good safety record and a positive and significant history of performing your procedure. If there is a hospital with a better safety record in your area, discuss with your doctor whether you can be admitted there instead.



Prepare a list of all medications you are currently taking and bring the list with you to the hospital. Be sure to include over-the-counter drugs and dietary supplements (such as vitamins) as well as prescriptions.



Make sure your physician is aware of any drug or latex allergies you may have.



Make sure your primary care physician or other care providers are aware of your upcoming hospitalization. Understand who to contact after your hospitalization if you have questions or issues when you're home.



Make sure your doctor or CareConnect nurse sets up any home care or medical equipment you may need following your discharge.

# Patient Safety Checklist

## During Your Hospitalization

- Ask all health care staff whether they have washed their hands before they touch you. This small step can make a very important difference.
- Make sure that each health care staff member reads and confirms your name on your wristband before performing any procedures or giving you any medication.
- Confirm that each test or procedure has been requested by your physician or surgeon.
- Verify with your physician or surgeon the procedure he or she will be performing and which body part will be operated on (for example, replacing your left rather than your right knee). Ask your physician or surgeon how that will be verified once you are in the operating room.
- Ask your physician or surgeon how any pain medication might interact with other prescription medicine you may be taking while you are in the hospital and/or after you are discharged.
- **Don't be afraid to speak up and ask questions.** If you or a family member believe that you have had a significant change in your medical condition, speak with a nurse right away. It's *your* health and safety; you have the right to confirm that you are receiving proper care.



## After You Are Discharged

- Know when or under what circumstances to contact your physician or surgeon with any signs of complication.
- Ask your physician or surgeon what treatment plan you should follow at home, including new medicines, scheduled follow-up appointments, and when you can resume regular activities.
- Have a family member or friend attend follow-up appointments so they can hear the doctor's instructions and also raise questions on your behalf.
- Confirm that you can resume the medicines you were taking prior to your hospitalization.
- Ensure that you have made your home safer for your recuperation, including removing slippery rugs, crating your pets or planning to live on one level if your living and sleeping areas are on different floors.

## For More Information

A CareConnect nurse is available to you at any time if you have questions about your upcoming hospitalization or procedure. You can call the number on the back of your ID card to discuss your condition and receive valuable safety tips from a CareConnect nurse.



**Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates (Aetna).** Health benefits and health insurance plans contain exclusions and limitations. Not all health services are covered. See your Summary Plan Description for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and are subject to change. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna does not provide care or guarantee access to health services. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to [www.aetna.com](http://www.aetna.com).

Aetna complies with applicable Federal civil rights laws and does not discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

Aetna provides free aids/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call 1-877-512-0363.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator, P.O. Box 14462, Lexington, KY 40512, 1-800-648-7817, TTY: 711, Fax: 859-425-3379, [CRCoordinator@aetna.com](mailto:CRCoordinator@aetna.com).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at 1-800-368-1019, 800-537-7697 (TDD).

TTY: 711

For language assistance in your language call 1-877-512-0363 at no cost. (English)

Para obtener asistencia lingüística en español, llame sin cargo al 1-877-512-0363. (Spanish)

欲取得繁體中文語言協助，請撥打1-877-512-0363，無需付費。(Chinese)

Pour une assistance linguistique en français appeler le 1-877-512-0363 sans frais. (French)

Para sa tulong sa wika na nasa Tagalog, tawagan ang 1-877-512-0363 nang walang bayad. (Tagalog)

Benötigen Sie Hilfe oder Informationen in deutscher Sprache? Rufen Sie uns kostenlos unter der Nummer 1-877-512-0363 an. (German)

للمساعدة في (اللغة العربية)، الرجاء الاتصال على الرقم المجاني 1-877-512-0363. (Arabic)

Pou jwenn asistans nan lang Kreyòl Ayisyen, rele nimewo 1-877-512-0363 gratis. (French Creole)

Per ricevere assistenza linguistica in italiano, può chiamare gratuitamente 1-877-512-0363. (Italian)

日本語で援助をご希望の方は、1-877-512-0363 まで無料でお電話ください。(Japanese)

한국어로 언어 지원을 받고 싶으시면 무료 통화번호인 1-877-512-0363 번으로 전화해 주십시오.  
(Korean)

برای راهنمایی به زبان فارسی با شماره 1-877-512-0363 بدون هیچ هزینه ای تماس بگیرید. انگلیسی (Persian)

Aby uzyskać pomoc w języku polskim, zadzwoń bezpłatnie pod numer 1-877-512-0363. (Polish)

Para obter assistência linguística em português ligue para o 1-877-512-0363 gratuitamente.  
(Portuguese)

Чтобы получить помощь русскоязычного переводчика, позвоните по бесплатному номеру 1-877-512-0363. (Russian)

Để được hỗ trợ ngôn ngữ bằng (ngôn ngữ), hãy gọi miễn phí đến số 1-877-512-0363. (Vietnamese)