

Hospital response to CR's questions

[Meridian Health \(Riverview Medical Center\)](#)

"We take the meeting of quality standards very seriously and welcome the additional focus that measuring and reporting brings to the process. While infection rate is just one measure of a hospital's overall safety record, it is certainly an important one. We are intensely mindful that each number in the wrong direction, regardless of how small a number as in our case, represents a person and a life that we are committed to protecting. Seeing our scores in comparison to others during this time period from 2013-2014 is a sobering reminder that we can never lose our focus on keeping our patients safe.

It goes against the core of a health care organization's mission to cause harm, regardless of how inadvertent, and even one infection that could have been prevented is one too many. The key to eliminating infections is to demand a high level of consistency in adherence to protocols and practices that we know work. From antibiotic stewardship to the use of ultraviolet protocols to more thoroughly destroy dangerous bacteria, we've been and continue to implement changes and processes at Riverview that are already yielding improvements. Our team is always working to strengthen the safety of our care and to accurately report and monitor outcomes."