

Quality & Safety: Our First Priority

Providing safe and high quality healthcare to our patients is the priority focus of Bradford Regional Medical Center and Olean General Hospital. We are pleased to share with you information regarding several 2019 quality and patient safety initiatives and accomplishments that help assure that each and every patient receives the very best patient care.

Bradford Regional Medical Center and Olean General Hospital:

Joint Commission Accreditation – The Joint Commission is an independent, not-for-profit organization that is the global leader for health care accreditation. The Joint Commission accredits more than 22,000 US healthcare organizations and programs. In 2019, both Olean General Hospital and Bradford Regional Medical Center earned full accreditation from the Joint Commission. As part of the accreditation process, both hospitals underwent intense review by on-site Joint Commission teams, who examined virtually every aspect of hospital operations, including patient care and safety and quality measures. The Joint Commission Gold Seal of Approval® is a symbol of quality that reflects an organization's commitment to providing safe and effective patient care.

Patient safety assistant program - With the increased incidence of drug addiction and associated behavioral health problems, Olean General Hospital and Bradford Regional Medical Center developed a Patient Safety Assistant Program. This program provides one-on-one patient monitoring to help assure a safe environment so that these patients do not harm themselves or others while in the hospital.

Leapfrog Hospital Safety Scores - In May, Olean General Hospital, earned an 'A' for hospital safety and quality in the spring 2019 hospital ratings by The Leapfrog Group, a national, independent, non-profit rating organization which measures quality and safety in U.S. hospitals. Bradford Regional Medical Center achieved a 'B.' Both hospitals improved a full letter grade from Leapfrog's fall 2018 reporting period. OGH was one of only 11 hospitals in New York State to have achieved an 'A' grade' in Leapfrog's Spring 2019 reporting period. The Leapfrog Group letter grade designations recognize hospitals' efforts in protecting patients from harm and providing safer healthcare.

Stroke Center Designation - Olean General Hospital received Stroke Center designation by the New York State Department of Health. Designated stroke centers must meet explicit guidelines and evidence based clinical standards. The development of hospital systems and processes consistent with stroke center designation requirements represents a significant enhancement to the quality of care available to area stroke patients.

Medical Staff Peer Review Process – Medical Staff peer review assesses opportunities for ongoing improvement in patient safety and quality. OGH and BRMC recently revised the medical staff peer review process to assure that it is representative of current national best practices related to improving the care provided by physicians and advanced practice providers.

Sleep Center accreditation - The Sleep Disorders Center at Olean General Hospital earned a five-year re-accreditation from the American Academy of Sleep Medicine (AASM). To earn accreditation, standards set forth by the AASM must be met or exceeded. The sleep centers at OGH and Bradford Regional Medical Center are the region's only sleep centers accredited by AASM.

New ER Monitors - Bradford Regional Medical Center upgraded its Emergency Room monitoring capability with the acquisition of 15 new state-of-the-art cardiac monitors. The new monitors provide significantly enhanced clinical capabilities that include the reporting of multiple vital statistics such as blood pressure, pulse rate and rhythm, oxygen saturation, and temperature for adult, neonatal and pediatric patients to better assist providers with their care and management of Emergency Room patients.



The initiatives and accomplishments noted above are just a sample of work and effort undertaken in 2019 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.