



Quality and Safety Plan for San Luis Valley Health

Our Commitment to Quality and Safety

At SLV Health, your health and safety are our top priorities. As a fully integrated healthcare system, our vision is to provide exceptional patient-centered care while ensuring a safe and supportive environment for every patient. Led by our senior team and governing board of directors, every member of our team is committed to making patient care and safety the foundation of everything we do.

Our Quality & Safety Goals

To continuously improve your experience and health outcomes, we are currently focusing on these key goals:

1. Zero Preventable Harm

We are dedicated to creating a culture where every patient receives safe, reliable, and compassionate care—every time. Our goal is simple and unwavering: **zero preventable harm**. Through continuous learning, transparent communication, and teamwork across our organization, we work every day to ensure the safest possible care for our community.

2. Reducing Hospital Readmissions

We work hard to ensure that once you leave our hospital, you have the care and support needed to stay healthy at home. Through better follow-up care, medication management, and discharge coordination, we strive to lower the chances of returning to the hospital.

3. Zero Hospital-Acquired Conditions

Your safety is our priority. We take every precaution to prevent infections, falls, and other complications that can occur during a hospital stay. Our team follows strict protocols and best practices to maintain the highest level of patient safety.

4. Improving Patient Communication

We know that good communication leads to better care. Our doctors and nurses are focused on listening to your concerns, answering your questions, and making sure you fully understand your treatment plan. Your voice matters, and we are here to support you.

5. Expanding Access to Outpatient Services

We want to make it easy for you to get the care you need, when you need it. From primary health care clinic visits, lab tests and imaging to specialty care, infusion and



physical therapy, our outpatient services are designed to keep you healthy and close to home.

A Hospital That Puts Patients First

At SLV Health, quality and safety are more than just goals – they are commitments we make to our patients and community. Our leadership team works closely with medical



staff to ensure we meet the highest standards of care. Every patient deserves to feel safe, respected, and well cared for, and we are here to make that happen.

We are here to be your trusted partner in your healthcare journey.