**Submit a description of the Quality Performance indicators used ay a practice where you have precepted:**

This semester I have worked in an emergency department within a facility that has been recognized for excellence numerous times. They have been classified among the best in the nation at providing safe, reliable and efficient care by Premier which is America's largest healthcare performance improvement alliance. Two of the criteria for this elite recognition is improving hospital experience so that patients favorably rate their stay and recommend the facility to others and also reduce preventable harm events.

I witnessed staff striving to perform both of these criteria while in the ER. My preceptor always spent time with patients to listen completely to their problems and give them the best honest and evidence based answers. Procedures and tests were explained well and time was allowed for patients to ask questions or state their concerns. I felt the patients truly valued their experience with us because you could truly feel the honest genuine care being given to each individual and their families.

My preceptor was always thinking a step ahead by examining the environment for potential harm. Whether it was putting the bed in lowest position, making sure a family member was present with the patient or simply washing her hands efforts for patient safety were always of upmost priority.

It takes a team to make a facility or clinic to run successfully. I saw teamwork at every level and opportunity during my clinical rotations. Collaboration, professional communication and teamwork are invaluable qualities and skills that must always be present for quality performance.

If we in our careers strive for patient safety and the best evidence-based quality care we will continue to have quality performance within our careers. Our patients will trust us with their health and collaborate with us to ensure improved health outcomes and understanding.