The St. Joseph's Healthcare System is dedicated to fulfilling its mission of providing high quality and safe health care through its commitment to excellence. We are constantly analyzing the health care that we provide and redesigning systems so that they are safe, efficient and of the highest quality. As a Catholic Healthcare System we have an obligation to provide excellence in health care according to the highest ethical and professional standards.

St. Joseph's Healthcare System is also committed to meeting the National Patient Safety Goals set by the Joint Commission. These goals include topics such as identifying patients correctly, preventing infections and helping patients become involved in their own care.

St. Joseph's Healthcare System prides itself on putting Patients First!

Patient Relations Information:

Patient representatives are available to assist patients and families with questions about available services, patient rights and concerns. At St. Joseph's Regional Medical Center patient representatives can be reached by contacting: 973.754.3147 or through a hospital operator. The St. Joseph's Wayne Hospital's, a division of St. Joseph's Regional Medical Center, patient representatives can be reached by calling: 973.956.3662 or through a hospital operator.

Patients or family members are encouraged to contact the Public Relations Department at 973.754.4500 if you believe that other members of our team have not addressed your concerns about patient care or patient safety. If the issue is still not resolved through the hospital, patients or family members can contact the Joint Commission on Accreditation of Healthcare Organizations at 800.994.6610 or visit their website at www.jcaho.org.

Dear St. Joseph's...

Notes from our patients and their families.

St. Joseph's Regional Medical Center

"Words alone cannot express our heartfelt thanks for the care that was given to our loved one at St. Joseph's Regional Medical Center. Throughout his long stay at St. Joseph's, he was treated with respect and dignity and for this we will be forever grateful. The nursing staff was outstanding. Their devoted care helped us all through a very difficult time. We were always secure in knowing that our loved one was well taken care of. The aide staff always greeted us with a smile and kind words and were always thoughtful of the care that was given. We will never forget the care that was given by the attending physician and staff at St. Joseph's. Our thoughts and prayers are with the staff as they continue in their care of the ill."

St. Joseph's Children's Hospital

"We are so grateful for the quality of care that our son received that we feel compelled to thank the wonderful staff. From Emergency Department staff to the physicians who cared for our son, and also the Pediatric nurses and floor staff who were always there, at just the right time. Thanks again for taking such good care of our precious son."

St. Joseph's Wayne Hospital, a division of St. Joseph's Regional Medical Center

"I found the care, concern and professionalism of the staff to be above and beyond my highest expectations. The night nurse stayed with me through all my pain until the doctors were reached. The staff in the MRI Unit and the ER Tech stayed with me throughout the procedures. I was blown away by this young man's compassion and sincere concern. They should be encouraged to stay in the medical profession. To receive such caring treatment was an honor for me. Please let everyone know that their efforts are truly appreciated."

St. Vincent's Nursing Home

"If it was meant for my mom to be in a nursing home at the end of her life, I am thankful it was St. Vincent's. I had hoped to keep her at home with me, but there were many things that needed to be done for her, that I would not have been able to do. She told me a few times shortly before

she became so sick that she liked it here. And, she said that without being asked so it must really have been so. The people in all departments of your facility were so pleasant and helpful. Visiting my mom was like going from home in Clifton to home in Cedar Grove. And when I felt downhearted, talking and laughing with staff made it better. My thanks to you and to everyone in St. Vincent's for caring for my mom."

In 2009, Johns Hopkins shared its innovations in patient safety with SJRMC, testing the Hopkins patient safety model in another healthcare system. After much success, SJRMC is now the example hospital as Johns Hopkins implements their patient safety program across the country. Click on the video below to learn more.

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