

# A P A C T

AND MY PROMISE TO YOU



“ Before we begin surgery, I take a time-out for you to check that we have everything we need to proceed safely. Because you are the most important person in my operating room. ”

*Mary Pfitzinger, RN  
Barnes-Jewish West County Hospital  
Operating Room nurse*

As soon as you enter the operating room at Barnes-Jewish West County Hospital your surgical team takes a time-out. 🕒 During these few minutes before an operation gets started, medical professionals like Mary Pfitzinger take steps to review your care and keep you safe. 🕒 We understand how vulnerable a patient can feel. 🕒 So we take a moment to help relieve that feeling. 🕒 During the time out, we verify we have everything we need to continue safely. 🕒 You place your trust and your life in our hands, and that's not something we take lightly. 🕒 We're confident you'll agree with us that taking a moment before we begin your surgery is time well spent. 🕒

Learn more about [BJC's partnering for quality health care.](#)

Barnes-Jewish  
West County Hospital  
**BJC** HealthCare<sup>SM</sup>

— Setting the Standard —