

UHN's Purpose

Transforming lives and communities through
excellence in care, discovery and learning

Our Primary Value and above all else,

the needs of patients come first

Values

Safety, Compassion, Teamwork,
Integrity, Stewardship

Principles

When I live these words...

The needs of patients come first

SAFETY

Safest healthcare
for patients and
staff

I take personal responsibility for patient and workplace safety by:

- self-checking, double-checking and partnering with colleagues to avoid errors
- communicating clearly and accurately
- asking questions and expecting questions to be asked about practice
- speaking up for safety without fear of retaliation, intimidation, harassment or discrimination

COMPASSION

Kindness and
respect in every
interaction

I have care and concern for others by:

- showing interest and concern and actively listen to understand the views and needs of others
- greeting others, and speaking in ways that are easily understood
- listening and responding in a calm, compassionate manner regardless of the situation
- living up to UHN's standards for customer service by making those we serve my highest priority

TEAMWORK

Collaboration,
Cooperation,
and Diversity

I am committed to supporting my colleagues by:

- viewing all my colleagues as valued and trusted members of the team, regardless of position, experience, role or title and always communicating honestly and respectfully
- contributing to my work group in positive ways and supporting the efforts of others to build our team
- treating all colleagues with respect and dignity; valuing differences in background, culture and ethnicity
- listening to and considering constructive feedback provided by others

INTEGRITY

Ethics, Respect,
and Responsibility

I conduct myself with integrity by:

- being trustworthy and behaving ethically
- taking concerns raised by others seriously and seeking resolution
- respecting privacy and confidentiality of patients and employees and adhering to UHN's policies and regulatory requirements
- taking responsibility for resolving problems and asking for help when issues go beyond my ability, scope or authority

STEWARDSHIP

Optimize our
resources for the
greater common
good

I use resources wisely by:

- carefully managing the use of healthcare, research, teaching and operational resources
- developing and employing our health human resources for optimal quality and safety
- holding myself and others accountable for achieving performance expectations
- working efficiently and effectively to eliminate waste (time, supplies, natural resources, etc.)

...I am living UHN's values.



UHN

Toronto General
Toronto Western
Princess Margaret
Toronto Rehab
Michener Institute