

# UHN DECLARATION OF VALUES

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These values mark our commitment to you, our patients, from everyone at UHN.  
We will do everything we can to honour and live up to these values, every day.  
We encourage your contribution to this partnership!

## Caring

- ▶ Provide compassionate and supportive care that meets mutually defined goals and expectations.
- ▶ Provide care that satisfies your physical, emotional and psycho-social needs and personal preferences.
- ▶ Provide care in an environment that is safe, clean, comfortable and accessible to all patients.

## Respect

- ▶ Respect every person's right to receive information about their health in an open and understandable way.
- ▶ Respect each person's dignity and individuality.
- ▶ Respect everyone's active contribution to the partnership of care.
- ▶ Respect every person's right to make informed decisions.

## Excellence

- ▶ Provide care that meets or exceeds the standard of care for your condition.
- ▶ Provide care of the highest quality and safety standards.
- ▶ Provide care in a timely way.

## Teamwork

- ▶ We commit to teamwork that supports coordinated, effective and efficient healthcare services.
- ▶ We recognize that all team members contribute to every person's health and well-being.
- ▶ We recognize that trust is the basis of collaborative relationships.

## Innovation

- ▶ Provide clinical care and research that expands the current state of knowledge.
- ▶ Develop innovative approaches to our community's healthcare needs.

## Integrity

- ▶ Commit to full accountability to the citizens of Ontario.
- ▶ Commit to use our resources in an efficient and responsible way.

## Leadership

- ▶ Lead by demonstrating transparency in our actions and collaboration in our partnerships.
- ▶ Share our knowledge with others in society for the good of all patients.

Patient Relations/Office of the Hospital Ombudsman is here to help you.  
Call 416 340 4907 or email [patientrelations@UHN.on.ca](mailto:patientrelations@UHN.on.ca).

Share your opinions-- join our Virtual Patient Focus Group via the UHN homepage.

