

A Compass for Our Care

UHN Patient Declaration of Values



Patients and families have told UHN what is most important to them when it comes to their care. From this feedback, **5 core values** have been developed.

These 5 values pave a path toward a culture of patient partnership and improved patient experience at UHN. They act as a compass for UHN staff to honour what is most important to the patients and families we serve.

Defining the values and related behaviours for Team UHN

These definitions were developed from what UHN patients and families said they value, and they are written from their perspective.

We, us, our, me mean patients and families.
You means members of Team UHN.



Respect and dignity



Empathy and compassion



Accountability



Transparency



Equity and partnership



Respect and dignity

We trust that you recognize and acknowledge our lived experience, individual identities, values, preferences and beliefs.

We trust that we are asked what is important to us.

We trust that we are valued as partners in our care team.

Show me respect and dignity by...

Telling me who you are

- Introduce yourself when you come into a room
- Tell me your name and role, even if we have met before
- Explain to me what you're here to do and why

Asking me about my preferences

- Ask me what name I prefer to be called, or how I prefer to be addressed (by first name vs by Mrs., Ms., Dr.; my pronouns)
- Ask me what is important to me, and how I want to be involved in my care
- Ask me who else I want to be included in my care team, such as my family or friends

Partnering with me

- Keep me up to date about my care and what to expect next
- Respect and support my right to make informed choices about my care
- Honour my right to privacy



Empathy and compassion

We trust that you care about us and treat each of us as a whole person, without biases and assumptions.

We trust that together, we can build a relationship based on kindness, understanding and mutual respect.

Show me empathy and compassion by...

Building a relationship with me

- Ask me questions that go beyond my condition or treatment plan
- Notice my emotions and offer me support
- Find out what is important to me
- Try to take your time with me and be fully present, even if you are in a rush

Treating all of me

- Find out who is in my circle of support
- Offer options for my care that take my needs and preferences into account

Showing me kindness

- Smile, say hello, and be friendly to me
- Really listen and do your best to respond to my concerns
- Ask me “What else can I do for you today?”



Accountability

We trust that we receive safe, high quality care that is coordinated by all members of our care team at every step of our journey here at UHN and beyond.

We trust that you are open and honest when mistakes happen and let me know the plan to make sure it doesn't happen again.

We trust that our voices are heard, and our questions or concerns are welcomed and addressed.

Show me you are accountable by...

Providing high quality care

- Use your skills, knowledge and the most up-to-date practices to give me the best care possible
- Tell me when things go wrong, and include me in the process of finding out what happened with honesty and compassion

Coordinating my care

- Share important information with me and my entire care team to be sure nothing is missed or delayed
- Help me to prepare for my transitions to other care spaces, providers or to home

Listening and responding

- Hear my concerns and work with me to address them
- Keep your word to me; if you have told me you will follow up on something, please do so
- Answer my questions using language I can understand
- Get back to me about my questions as soon as you can



Transparency

We trust that our health information is complete, accurate and be kept confidential and that we, and those we want to share with, will have access.

We trust that you will keep us informed about our care by providing clear and up-to-date information.

We trust that there is an easy, fair, supportive and respectful way for us to share our concerns.

Show me that you value transparency by...

Communicating clearly, in a way I can understand

- Ask me “what questions or concerns do you have?”
- Use words that I can understand rather than medical jargon; be sure an interpreter is scheduled if I need one
- Use images, diagrams and printed materials to explain my health or treatment to me
- If you do not know the answer, it is okay to say so
- Be honest with me, and give me all the information you have available

Sharing resources and services I may need

- Tell me about hospital supports and services that can support my care, such as Patient Relations, the Patient and Family Libraries, Interpretation Services, Bioethics, Spiritual Care, myUHN Patient Portal, Patient Partnerships and research opportunities

Keeping me aware

- Tell me what to expect next and how I can best prepare
- Check with me to ensure I understand by asking open-ended questions or using Teach-Back
- Confirm with me that my needs have been met

Giving me access to my health records

- Ask me if I have signed up for the myUHN Patient Portal, and help me to register if I have not yet and am interested in doing so
- Tell me who else will have access to my health records and why

 Patient Experience

 **UHN** Toronto General
Toronto Western
Princess Margaret
Toronto Rehab
Michener Institute



Equity and partnership

We trust that we receive equitable and fair access to health care services, taking our individual identities into account.

We trust that you create and maintain safe spaces to support our cultural healing practices and traditions.

We trust that you support our diverse identities including age, ancestry, Indigenous culture, abilities, gender expression, gender identity, race, religion, sexual orientation and socioeconomic situation.

We trust that we are considered partners in our care, and included in hospital program design, policy development and governance decisions.

Show me that you value equity and partnership by...

Avoiding assumptions

- Ask me how I want to take part in my care
- Ask me if I have any special needs that might improve my experience and care
- Do not guess what I want or need

Making me feel welcome and safe

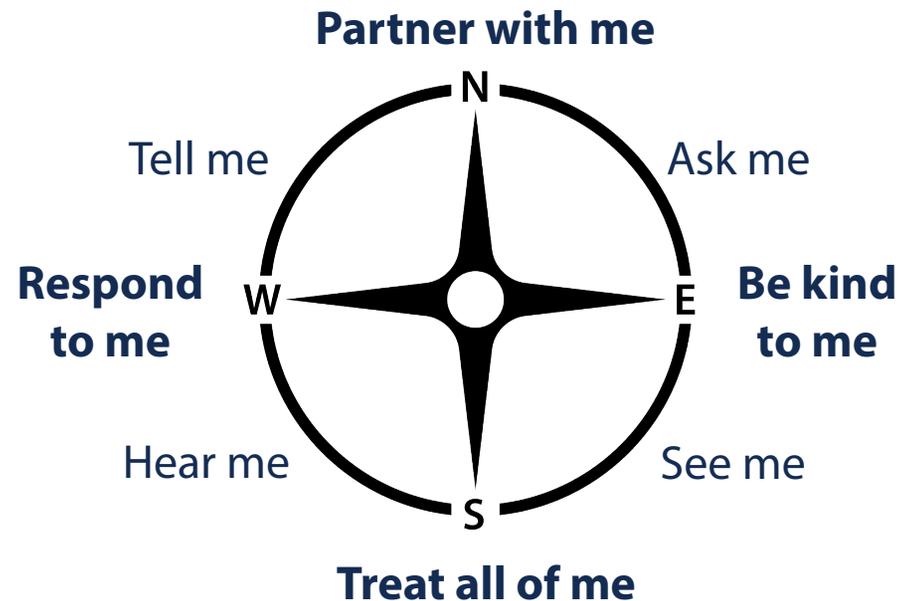
- Use my name, smile, say hello
- Try to be at the same eye level as me
- Try to take your time with me and be fully present, even if you are in a rush

Partnering with me in my care

- Offer me chances to have a say in my care – to set goals, make decisions, plan my treatments and transitions
- Make sure I know how and when to contact my care team
- Share opportunities for me to take part in decision making or planning at the local and organizational level

The Patient Declaration of Values is UHN's commitment to exceptional patient care and is used as an accountability framework to patients and families

Navigating our values



The compass is a symbol that guides us toward our core values – values that patients and families identified to guide UHN as a person-centred organization

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