



Working Together for the Health of the Highlands

June 6, 2011

HHHS Declaration of Patient Care Values

At HHHS we are committed to providing high quality services which incorporate values that our patient's and community members expect from our healthcare team.

HHHS' Patient Care Values were created based on the feedback of HHHS patients, client groups, community organizations, and internal and external stakeholders who ranked a series of values in order of their importance to HHHS patients.

Patients can expect the following values to be evident in the care they receive from the HHHS healthcare team:



These values will also be incorporated into the HHS “Patients Rights Policy”

Haliburton Highlands Health Services (HHHS) is committed to the delivery of excellent health care in our community. We believe that engaging people to improve their care plays a significant role in achieving health and well-being. Understanding the values that the community expect as a patient of HHHS assists us to put patients first and move towards a model of patient centered care. These values constitute one of the most important aspects of building a successful interaction between patients and their care providers at HHHS.

HHHS Patient Care Values:

1. **Compassion** – patients will experience caring concern in all interactions with staff and physicians.
2. **Respect** – all patients will be treated in a manner that respects their unique needs, preferences and values, as well as their autonomy and independence.
3. **Excellence** – physicians and staff strive to provide the very best health care that surpasses accepted standards and norms.
4. **Timeliness** – appropriate health care is provided that addresses a patients concern according to its degree of urgency and provides reassurance as necessary.
5. **Safety** – physicians and staff strive to prevent errors in their work with patients and will adopt practices that prevent harm.