

HALIBURTON HIGHLANDS HEALTH SERVICES

Patient & Family Centred Care Principles



PRINCIPLES

IMPACT

Integrity and relevance

- Make space for mutual understanding.
- Allow for outcomes that have been influenced by the people most affected.

Valuing and embedding the experience and expertise of our patients & families in all we do at HHHS.

Communication and trust

- Enable effective engagement and partnerships through timely, complete and unbiased information.

Ensuring clear, transparent, timely, effective and respectful communication, engagement and partnerships with HHHS patients and families.

Inclusion and preparation

- Ensure fair access.
- Reduce barriers.
- Recognize hurts and fears.

Optimizing equal and timely access to culturally safe care.

Humility and learning

- Listen with courage, curiosity and compassion.
- Promote learning over judgement.

Adopting a learning and compassionate mindset when collaborating with patient and family members.

These Guiding Principles illustrate HHHS's commitment to provide person and family centred care and support the provision of high-quality, compassionate care. These principles shape the ways in which we collaboratively integrate the voices of patients, residents, and families in all that we do. They inform how we engage our community and Health System Partners.

These principles extend to all HHHS's programs and services.