

A Compass for Our Care

UHN Patient Declaration of Values

 Patient Experience

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



Respect and dignity



Empathy and compassion



Accountability

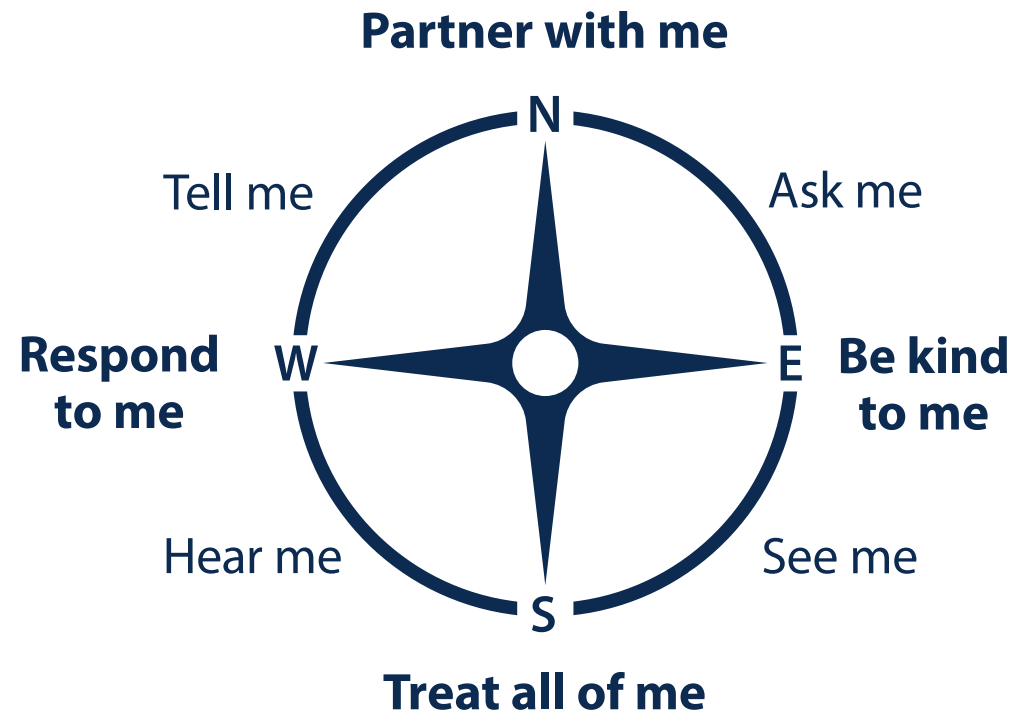


Transparency



Equity and partnership

Navigating our values



To learn more:

Email patientexperience@uhn.ca

Scan QR code (<https://bit.ly/uhndov>)



A Compass for Our Care



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.

UHN Patient Declaration of Values



Respect and dignity

We trust that...

- you recognize and acknowledge our lived experience, individual identities, values, preferences and beliefs.
- we are asked what is important to us.
- we are valued as partners in our care team.



Empathy and compassion

We trust that...

- you care about us and treat each of us as a whole person, without biases and assumptions.
- together, we can build a relationship based on kindness, understanding and mutual respect.



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.
- you are open and honest when mistakes happen and let me know the plan to make sure it doesn't happen again.
- our voices are heard, and our questions or concerns are welcomed and addressed.



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.
- you will keep us informed about our care by providing clear and up-to-date information.
- there is an easy, fair, supportive and respectful way for us to share our concerns.



Equity and partnership

We trust that...

- we receive equitable and fair access to health care services, taking our individual identities into account.
- you create and maintain safe spaces to support our cultural healing practices and traditions.
- you support our diverse identities including age, ancestry, Indigenous culture, abilities, gender expression, gender identity, race, religion, sexual orientation and socioeconomic situation.
- we are considered partners in our care, and included in hospital program design, policy development and governance decisions.



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