

Patient and Family Values

As a patient, these values are important to me and my family:

- ◆ Mutual **dignity and respect** for patients, families, and the healthcare team. This means the healthcare team:
 - Introduces themselves and calls me by name
 - Pays attention to my privacy and confidentiality
 - Listens to and honours my choices and family viewpoints
 - Recognizes that my family and I bring expertise and experience
 - Gives consideration to my knowledge, cultural values and spiritual beliefsAs a patient, I am a partner in my healthcare. This means I will:
 - Treat the healthcare team with respect
 - Respect the rights, property, privacy and diversity of other patients and families at CKHA

- ◆ Mutual **information sharing** that is correct and relevant. This means the healthcare team:
 - Shares information with me at a level and pace I can understand
 - Shares information with family members or friends as identified by me
 - Gives me access to complete information in as confidential and timely manner as possible
 - Confirms that I know how to manage my care
 - Helps me to understand how I can stay healthy and safeAs a patient, I am a partner in my healthcare. This means I will:
 - Provide the healthcare team information required to provide safe, quality care such as medications taken, allergies and medical history
 - Ask questions. Listen to others. Talk about my concerns.

- ◆ **Participation** of patients and families in care and decision making at the level I choose. This means the healthcare team:
 - Involves me and my family in planning my care and in preparing for when I leave the hospital
 - Includes family and friends I want involved in my care and during procedures when possible
 - Respects my choices
 - Provides me with the best possible care, treatment, and level of comfortAs a patient, I am a partner in my healthcare. This means I will:
 - Actively participate in the treatment plan we create together
 - Promote infection prevention e.g. by washing my hands

- ◆ **Collaboration** between patients, families and healthcare providers to create the environment we expect and need. This means the healthcare team:
 - Includes me in making decisions about my care
 - Partners with patients and families in hospital design, professional education, policy and program development
 - Gives their full attention when I ask questions or when talking with me
 - Addresses concerns I may have about my experience and provides feedback in a timely manner
 - Learns from my patient experience to improve careAs a patient, I am a partner in my healthcare. This means I will:
 - Provide feedback to CKHA about my patient experience to improve care such as talking with us, completing comment cards or satisfaction surveys
 - Not just think it, say it. If I have a question about a process or safety concern, I need to ask.

As a patient, the concepts of dignity and respect, information sharing, participation, and collaboration are important to me and my family. The patient and family values are based on these concepts of Patient and Family Centred Care, the Philosophy of Care at CKHA.