

# Patient and Family Declaration of Values

*This Declaration is St. Joseph's Healthcare Hamilton's commitment to partner with patients, families, and caregivers to provide excellent care for all. The following values are a reflection of what patients and families consider important to them when they receive care and interact with our Healthcare Workers.*

Accountability	<p>Provide clear information to patients and families about their healthcare in a way that is easy to understand and in their preferred language.</p> <p>Consider experiences and opinions of patients and families when making decisions about healthcare policies and plans.</p> <p>Create patient care plans together with the patient and their family, so it is understandable to everyone.</p> <p>Act with integrity, acknowledge abilities, biases and limitations.</p> <p>Provide the best care possible using the most up-to-date practices, knowledge and skills.</p>
Empathy and Compassion	<p>Act with empathy and compassion, and find out what is important to the patient.</p> <p>Find out who is in the patient's circle of care and include them in the care team as desired by the patient.</p> <p>Treat patients and families in a manner free from stigma, assumptions, bias and blame.</p> <p>Take the time to be fully present, say hello, smile, and be friendly.</p>
Respect and Dignity	<p>Respect patient's individual identity, beliefs, history, culture and ability.</p> <p>Introductions are always made, identifying roles within the care team.</p> <p>Respect and support patients' right to make informed choices</p> <p>Treat everyone with respect, listen to patient and family concerns.</p> <p>Ensure patient personal health information remains private, respected and protected.</p>
Equity and Engagement	<p>Provide equal and fair access to the care and services, regardless of ability, race, ethnicity, language, background, place of origin, gender identity, sexual orientation, diagnosis, age, religion, socioeconomic status, education.</p> <p>Offer opportunities to patients and families to be included in the hospital policy development and program design.</p> <p>Make all the efforts to eliminate racism and discrimination, including identification. Along with the removal of barriers that contribute to inequitable health care outcomes.</p>
Transparency	<p>Provide patients all available information. Be honest; if the answer is unknown. It is OK to say so.</p> <p>Maintain health records to ensure accuracy, completeness, ensure available and accessible on patient request.</p> <p>Provide a transparent, clear and fair process where patients and families can express a complaint, concern, or compliment about their care that does not impact the quality of the care they receive.</p>

**The term family** refers to any support person defined by the patient and may include family, friends, neighbours or other relatives who know the patient well, are involved and supportive of the patient, and are integral to the overall well-being of the patient. (IPFCC, 2020)



If you have questions or concerns, please contact Patient Relations at: 905-522-1155 ext. 33838 or [patientrelations@stjoes.ca](mailto:patientrelations@stjoes.ca)



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