



**espanola**  
regional hospital and health centre  
hôpital régional et centre de santé  
**d'esperanza**

## **ESPANOLA REGIONAL HOSPITAL & HEALTH CENTRE**

### **Declaration of Values**

#### **VISION**

Leader in health care and Gateway to services.

#### **MISSION**

To provide excellent health care programs and services to all we serve.

#### **VALUES**

Patients/Residents First  
Integrity  
Caring and Compassion  
Continuous Quality Improvement  
Respect and Dignity  
The Contribution of All  
A Culture of Effective Communication

#### **PHILOSOPHY**

Patients/Residents First - We strive to put patients'/residents' needs first in all of our interactions, day to day work and decision making at all levels. We are here to serve.

Integrity - We view 'Integrity' as being honest and 'doing the right thing'.

Caring and Compassion - We strive to make every patient/resident interaction as positive as possible. We strive to treat every patient/resident as we would wish to be treated.

Continuous Quality Improvement - We strive for excellence in all we do.

Respect and Dignity - We strive for the equal treatment of all, while celebrating the diversity of each person.

The Contribution of All - We strive to recognize everyone's contribution, and to provide equal opportunities for care and for learning

A Culture of Effective Communication - We strive to keep all avenues of communication open and effective, and encourage dialogue amongst all.

## **OUR BELIEFS**

### **In keeping with our patients/residents first philosophy...**

WE BELIEVE that the primary function of Espanola Regional Hospital & Health Centre is to provide care and treatment to the sick, injured and frail.

WE BELIEVE that it is essential for all hospital staff, volunteers and trustees to recognize the wholeness of patients with emphasis on their physical, emotional, economic, social and spiritual needs. Every patient/resident has an equal right to the best care possible, free of discrimination. Our care should be consistent and the patient/resident should be made aware of all aspects of this care in order that he or she may actively participate, question, accept or refuse it. Every patient/resident is assured of his or her independence, safety, privacy and right to confidentiality.

WE BELIEVE that hospital staff, volunteers and trustees should be encouraged to develop initiative and express creative ideas.

WE BELIEVE that patient care and recovery is promoted by a positive attitude on the part of our staff, volunteers and trustees.

WE BELIEVE in providing a pleasant and amicable work environment in the belief that a harmonious atmosphere will foster good patient/resident care. Given the primary commitment to patient/resident care, the hospital also recognizes a commitment to the well being of its employees, and has a sincere continuing concern for their welfare.

WE BELIEVE that we are responsible for promoting professional, organizational and personal growth and development to improve the quality of working life at the hospital and we encourage attitudes that generate an atmosphere of respect and cooperation for patients/residents and peers.

WE BELIEVE that hospital staff, volunteers and trustees must be committed to developing, implementing and evaluating quality assurance programs that will improve and enhance patient /resident care.

WE BELIEVE in the concept of education including the advancement of preventive health care for patients/residents, their families, volunteers, trustees and hospital staff.

WE BELIEVE in the promotion of positive image that instils patient and public confidence in the care provided at Espanola Regional Hospital & Health Centre; of which we are all ambassadors.

WE BELIEVE the hospital staff, volunteers and trustees should foster excellent internal and external relations as well as inter-agency and inter-professional cooperation and communication, in the best interest of patients, with all community health care facilities.

***As a patient you have the right to ...***

- Be safe from harm in our Hospital
- Be called by your name
- Be greeted with a smile
- Be treated in a kind and respectful way
- Take part in all care that's provided to you
- Refuse to receive care you don't want
- To have your personal health information remain private
- To know what is in your health record
- To have your questions answered in language you understand

***You have the responsibility to...***

- Be polite and respect other patients, visitors and people involved in your care
- Give accurate information to help plan your care
- Ask questions of the people giving your care
- Accept responsibility for the choices and decisions you make about your care
- Take care of your personal belongings
- Name one person as your contact person so your family members can get information about you through that person
- Respect Hospital property
- Make sure visitors don't disturb other patients
- Take part in planning your care and your discharge from Hospital
- Tell us if you are not satisfied with the care you received

***How to tell us how we did; were you satisfied or dissatisfied...***

- Tell the nurse/health care professional caring for you or
- Ask to speak to the Manager or
- Advise your attending physician or
- Call the Patient Representative and
- Complete the patient survey form

***We want you to leave our Hospital completely satisfied. Please let us know what we did well and what we need to improve.***