



St. Francis Memorial Hospital News Release

Top-quality patient care has always come first at St. Francis Memorial Hospital. But now the hospital is drafting a new Declaration of Patient Values to underline its commitment to that priority, and it is seeking stakeholder feedback to help draft the Declaration.

The Declaration of Patient Values is part of the province's Excellent Care for All strategy, which supports patient-centered care with the priority on patient outcomes, patient experiences and quality of patient care in all areas of health services, planning and accountability.

The *Excellent Care for All Act*, which was enacted in 2010, requires that all hospitals in Ontario have a Declaration of Patient Values available to the public by June 8, 2011. The Declaration will help hospitals to continue to put patient first and move toward patient-centered care by clarifying what Ontarians can expect from their health care organizations. The Declarations are expected to help strengthen the health care sector's organizational focus and accountability for delivery high-quality patient care. They also support the goal of blending quality and value so that Ontarians will be able to count on the health care system for generations to come.

SFMH's draft Declaration of Values focuses on five patient values:

- **Privacy:** confidentiality of health information
- **Quality:** excellence in the delivery of safe and high-quality patient care services
- **Respect: dignity and respect**
- **Patient focus:** access to reliable and current information about health care options and right to express opinions, positive or negative, about a health experience
- **Engagement:** active participation in decision-making concerning one's health care.

SFMH has consulted with the hospital's ethics committee, key internal staff and management, patients and their families, as well as the public to get input about

the Declaration. Feedback will be collected in a number of ways including focus groups, survey handouts, by phone and email until March 21, 2011.

“We want to hear from representatives in all areas of our community,” says Joan Kuiack, Director of Patient Care at SFMH. “To ensure that our patients get the best care possible, we must strive for excellence. Consultations with all stakeholders in our community will help us to clarify what our community sees as priorities in patient care.”

Information about the province’s *Excellent Care for All* strategy is available at <http://www.health.gov.on.ca/en/ms/ecfa/pro/updates/patientvalue/update.aspx>

You can review a draft of the St. Francis Memorial Hospital’s Declaration of Patient Values on SFMH website at www.sfmhosp.com and click on “*SFMH invites your participation in our Declaration of Patient Values.*”

For more information, or to offer feedback, call Joan Kuiack, Director of Patient Care, St. Francis Memorial Hospital at (613)756-3045 ext. 238, or email kuiackj@sfmhosp.com

*Visit the SFMH website at www.sfmhosp.com between
March 1 – March 21*