

# The Patient Declaration of Values Of the Community Wellness Council of the Hills of Headwaters Collaborative Ontario Health Team

## Background

Ontario hospitals have been required to complete a Patient Declaration of Values since 2011, based on the Excellent Care for All Act (ECFAA). “The patient declaration of values will help hospitals continue to put patients first and move toward patient-centred care by clarifying what Ontarians can expect from their health care organizations. They also support the main goal of the ECFAA legislation: to blend quality and value in such a way that Ontarians will be able to count on the health care system for generations to come.”<sup>1</sup>

The Hills of Headwaters Collaborative is comprised of health and care organizations and providers working together to improve the overall well-being of Dufferin-Caledon. We are patients, families and caregivers of the Community Wellness Council within our community who together with a long list of health and social service providers are committed to our shared approach.

“By working together to re-design how we care, we are confident that we can create a highly efficient and focused healthcare system that will improve the lives and experiences of patients, caregivers, families and providers alike.”<sup>2</sup>

This document focuses on the values that patients who make up the Community Wellness Council and who live in the Hills of Headwaters Collaborative area (Caledon/Dufferin) can expect and the role that the patient and his/her/their family and/or designated caregiver plays in their shared partnership in the provision of all aspects of their health care.

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<sup>1</sup> DOV Guidance Document:

[http://health.gov.on.ca/en/pro/programs/ecfa/legislation/patientvalue/guide\\_patient\\_dec\\_e.pdf](http://health.gov.on.ca/en/pro/programs/ecfa/legislation/patientvalue/guide_patient_dec_e.pdf)

<sup>2</sup> <https://hillsofheadwaterscollaborative.ca/our-approach/>

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**Partnership and Communication**

- I expect that I will be an involved, active and fully informed partner in my care team so that I understand and can make informed decisions about my care to the best of my ability.
- My designated caregiver is also part of my care team and needs to be involved in my care to the extent of my permission.
- I expect that my designated caregivers and I will be proactively and meaningfully involved in conversations about my care, part of considering the options for my care and decisions about my care.
- I understand that I will be asked to demonstrate that my caregivers and I understand the care plan we have developed together.
- I expect that I will have access to timely test results and health information that is delivered in a way that I understand.
- I understand that I have the right to ask questions and work with care providers to understand the information I am being provided and to participate to the best of my ability in my care.
- I expect that I have the right to make choices in my care.
- I expect that I will be educated and supported through my care journey and helped to find and access the health services and support that I require.
- I expect that others will educate me and connect me with the resources I need so I can make informed decisions about my health and well-being.

**Empathy, Kindness and Compassion**

- I expect to be treated with empathy, kindness and compassion.
- I expect an individualized care plan that acknowledges and respects my unique physical, mental, emotional and spiritual needs.
- I expect to be made as comfortable as possible.
- I expect care providers to understand that their words, actions and decisions strongly impact my life and those of my family and caregivers.

**Respect and Dignity**

- I expect that I will be treated with dignity, respect and patience at all times.
- I expect that my individual identity, beliefs, history, culture, spirituality, social and economic circumstances and my ability will be respected in my care.
- I expect to receive culturally appropriate care.
- I expect to be treated in a manner free from stigma and assumptions.
- I expect health care providers will introduce themselves and identify their role in my care.
- I expect that health care providers will explain what activity or actions will occur as these unfold and why they are necessary or recommended.
- I expect to be asked how I wish to be addressed. (E.g. He/Him/His She/Her/Hers They/Them/Their, first name, last name, Miss/Ms/Mrs./Dr./Mr.)
- I may request additional medical opinions pertaining to my care and expect these to be provided judgement-free from my care team.
- I will treat others with courtesy and respect others' privacy.

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**Equity & Engagement**

- I expect inclusive care that respects the diversity of each other's caring experience.
- I expect equal and fair access to the health care system irrespective of my language, place of origin, background, age, gender identity, sexual orientation, ability, mental or physical considerations, marital or family status, education, ethnicity, race, religion, socioeconomic status or the location of my home.
- I expect that health care providers will act with integrity by acknowledging their abilities, biases and limitations.
- I will recognize that the needs of others may sometimes be more urgent than my own needs and may take priority for care.
- I expect that I have the opportunity to be included in the Community Wellness Council should I choose.

**Accountability**

- I agree to provide as accurate and complete medical, social and economic information as I am able to provide a clear picture of my situation in relation to my care needs.
- I expect that I will have access to safe, high quality health services and care.
- I expect health care providers to work within their scope of practice and comply with their professional responsibilities.
- I expect to be told prior to receiving care if there is a cost that could pertain to my care.
- I have the right to request information about resources that could help me with out of pocket expenses.
- I expect that my health information will be kept confidential and private and in accordance with the legislation.
- I expect that anyone within my circle of care will share my information appropriately to facilitate my care.
- I understand that I need to respect health resources as a valuable public resource.

**Transparency**

- I expect that my health records will be accurate, timely, complete, available and accessible at my request.
- I expect a transparent, clear and fair process to express a complaint, concern or compliment about my care and that this would not impact the quality of care or treatment I receive.