

Patient Declaration of Values

Providing safe and satisfying patient care is a priority at Listowel Wingham Hospitals Alliance (LWHA). We have asked patients what is important to them and four values emerged. Please review the Patient Values and Responsibilities outlined below. By participating in your plan of care, patients and families help LWHA staff to provide safe care and prevent adverse events.

Patient Value Statement As a patient, I value that:	Patient Responsibilities As a patient, I am responsible for:
I am provided with high-quality, safe, person-centred care that focuses on my whole being – mind, body and spirit.	<ul style="list-style-type: none"> • Acting safely and responsibly to prevent falls or other patient-related incidents (e.g. review the Falls Prevention Program pamphlet and the LWHA Patient Safety Handout provided to you on admission). • Being considerate of other patients and the healthcare providers so that all patients can receive person-centred care. • Following up with discharge plans and recommendations after I leave the hospital so that I continue to care for myself.
I am an active participant in my health care and I am given information about my medical condition and the proposed plan of care to make an informed decision.	<ul style="list-style-type: none"> • Participating in my care and treatment goals. • Providing medical information to the healthcare team (e.g. allergy information, history of falling, etc.).
My family and I are treated with respect, compassion, and dignity and that our privacy is maintained.	<ul style="list-style-type: none"> • Cooperating with hospital practices and policies that help us to maintain your privacy (e.g. appointing a primary contact while I am in the hospital).
I can express my appreciation or concerns about my healthcare experience knowing that my healthcare providers are actively listening.	<ul style="list-style-type: none"> • Being open with my healthcare providers to ask questions or address concerns in a timely manner.

If you have any questions or comments, please talk with your healthcare provider or contact Ainsley Morrison, Quality and Patient Experience Coordinator at Listowel Wingham Hospitals Alliance. 519-357-3210 x 6206 or 519-291-3120 x 6206 or email ainsley.morrison@lwha.ca