

## Beliefs

**We Believe our role is to help you maximize your health**

**We Believe we must deliver safe, high quality care**

**We Believe we must invest in our people**

**We Believe we must be accountable**

### **We Believe our role is to help you maximize your health**

#### *We Will Do This By...*

- Delivering programs that address your health care needs from birth through death
- Refining our programs and making required investments to meet the changing and diverse needs of the people we serve
- Developing our programs to include prevention, early diagnosis and rehabilitation
- Maximizing partnerships to support you in achieving a healthy lifestyle
- Evolving into a health care centre where our impact is felt beyond our physical walls

### **We Believe we must deliver safe, high quality care**

#### *We Will Do This By...*

- Providing compassionate, patient-centered care
- Assessing and ensuring our clinical effectiveness
- Focusing on patient safety and reducing preventable harm
- Continually seeking ways to sustain and improve the way our care is provided
- Enhancing and developing formal linkages with our physicians and other providers to ensure the right care is provided at the right time
- Collaborating with research and innovation partners to enable early adoption of leading edge technologies and practices

### **We Believe we must invest in our people**

#### *We Will Do This By...*

- Creating an environment in which our people are safe, valued and inspired to be their best
- Fostering an inter-professional collaborative team environment
- Maximizing information and technology to enable our processes
- Providing the education and support to adopt new technologies and leading edge practices
- Leveraging our role as a community teaching hospital

### **We Believe we must be accountable**

#### *We Will Do This By...*

- Achieving efficiencies through a continuous focus on process improvement and collaborative partnerships
- Promoting robust information which will be the basis for benchmarking and decision making
- Treating each other with respect and communicating openly with patients, staff, physicians and broader community
- Being fiscally responsible and contributing to long-term sustainability of the health care system