

# Closing the Loop: Working Together

Feedback from the Board of Directors  
to Local Health Involvement Groups

Theme: Patient Values

Fall 2016 Consultations



## What We Heard ...

- The design of the Declaration of Patient Values is very important. How words are placed, what graphics are chosen and even the size of words all have significance.
- Patient values are about the patient. Language that is clear and declarative from the point of the patient will carry greater meaning to the audience.
- Patients need to know that they have a voice and a place to go when their voice is not heard.
- Patient values should matter to everyone. Patients, families, staff and volunteers are affected by patient values and it is a valuable component of patient-centred care.
- Values are incredibly personal to each individual. The same value can be interpreted in many ways and associated with different actions. We need to focus on individual patients and do our best to avoid assumptions.
- A Declaration of Patient Values is just a piece of paper with words on it until it is incorporated and internalized.
- Associating actions with values creates deeper understanding.
- The patient voice is a critical component of care. Understanding the patient voice is key to improving the patient experience.

## Outcomes

### DECLARATION OF PATIENT VALUES

The final version of the Declaration of Patient Values was approved by the Board of Directors on January 18th, 2017 and can be found on our website at [www.southernhealth.ca](http://www.southernhealth.ca).

### ACCOMPANYING DOCUMENT FOR STAFF

As per LHIG recommendations, a second document was approved for staff members which focuses on the desired actions to bring the values to life. This document will be available for directors and managers to share with their teams to help further the strategic direction of transforming and improving the patient experience. This document can be found at: [www.southernhealth.ca](http://www.southernhealth.ca).

## New Board Commitment

LHIG members told us that a poster on the wall will not produce the desired outcome of patient-centred care. In response and connected with our strategic commitment of “Transforming and Improving the Patient Experience,” the Board of Directors commits to:

1. Include patient values whenever organizational values are discussed.
2. Creating public awareness by highlighting the DPV on the Southern Health-Santé Sud website.
3. Reviewing patient values regularly at the Board table
4. Creating a “Patient Voice” section of the Staff Newsletter to continue building a culture of patient involvement and engagement.

As a Board of Directors, we value the time and commitment contributed by our Local Health Involvement Groups. We hope that your participation is as meaningful to you as it is to us. As partners, we can truly help achieve our vision of:

*Together leading the way for a healthier tomorrow.*