



GRAND ROUNDS

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

The Patient Declaration of Values is part of the province's Excellent Care for All strategy, which supports patient-centred 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 Patient Declaration of Values available to the public by June 8, 2011. The Declaration will help hospitals to continue to put patients first and move toward patient-centred 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

delivering 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.

RVH'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 care experience
- **Engagement:** active participation in decision-making concerning one's health care.

RVH has consulted with the hospital's Continuous Quality Improvement 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 5, 2011.

"We want to hear from representatives in all areas of our community," says Chris Ferguson, Vice-President of Patient Care Services at RVH. "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."

Chris Ferguson, RVH Vice-President of Patient Care Services, reviews a draft copy of the Patient Declaration of Values with patient Caroline Smith.



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 Renfrew Victoria Hospital's Patient Declaration of Values on the RVH website at www.renfrewhosp.com.

RVH invites your participation in our Patient Declaration of Values

For more information, or to offer feedback, call Chris Ferguson, Vice-President, Patient Care Services, Renfrew Victoria Hospital, at (613) 432-4851 ext. 225, or email fergusonc@renfrewhosp.com

Visit the RVH website at www.renfrewhosp.com between February 24 and March 5, 2011, and have your say!