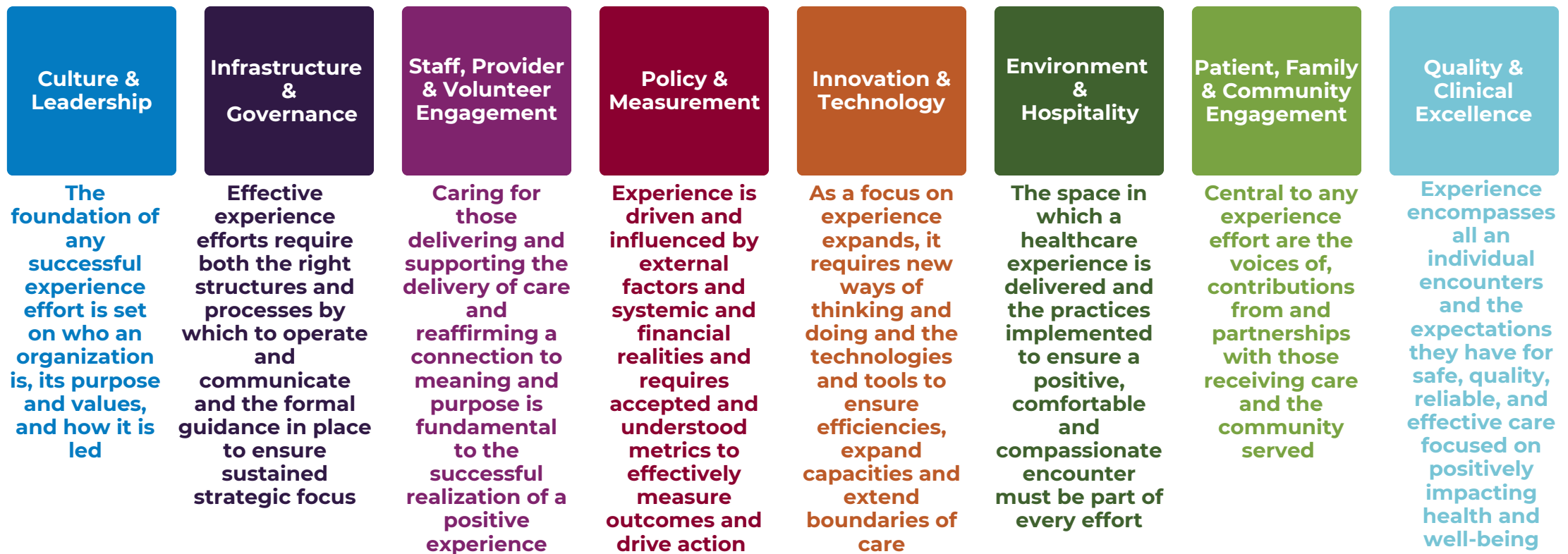


At Northumberland Hills Hospital, our shared purpose of People First shapes our commitment to provide the best human experience. It's about more than delivering exceptional care; it's creating an environment where every interaction delivers meaningful value and extends toward a positive relationship with patients, families, staff, providers, volunteers and partners. Guided by our five core values and eight strategic lenses we strive, together, to create a culture of hope, trust, belonging and compassion where everyone feels valued, heard and supported.

Our Core Values

Integrity | Quality | Respect | Compassion | Teamwork



Culture & Leadership

- Our leadership expresses and acts upon a clear commitment to experience efforts.
- We consistently treat patients, family members and care partners with compassion, courtesy and respect.
- We consistently treat each other (as team members and colleagues) with compassion, courtesy and respect.
- We have a clear definition of experience for our organization shared by everyone.
- We have the ability to change processes and procedures quickly when needed.

Infrastructure & Governance

- Our board is aware of, engaged in and supportive of our experience efforts.
- We ensure the ability for patients to schedule an appointment or procedure within a reasonable time period.
- We have wait times that patients, family members and care partners feel are reasonable.
- We offer an understandable and easy process for transitioning personal health information between care providers.
- We provide a discharge/check out process in which patients' treatment plans and/or next steps in care are clearly explained.

Staff, Provider & Volunteer Engagement

- Our staff, physicians, midwives, and volunteers feel a clear connection to purpose.
- We ensure all team members feel valued and recognized for the work they do.
- We have a commitment to staff/team well-being.
- We have a highly engaged team of staff, physicians, midwives, and volunteers.
- We reinforce the importance of and ensure teamwork among our care teams.

Policy & Measurement

- We have a means to gather and act on real-time feedback from patients, family members and care partners.
- We work consistently to address issues of bias and prejudice and foster an environment of inclusion and belonging for all.
- We use our experience survey data to drive action and improvement.
- We use our patient comments and narratives to drive action and improvement.
- We work to ensure equitable access to care for all in the communities we serve.

Innovation & Technology

- We invest in the newest technologies to best serve our patients, their family members and care partners.
- We offer access to digital/electronic interfaces such as tablets, phone-based applications or patient portals.
- We offer access to technology that is patient-friendly.
- We provide a way to easily access medical information or test results.
- We provide open access to personal health records.

Environment & Hospitality

- Our environment is clean and comfortable.
- Our environment is quiet and peaceful.
- Our facility is easy for patients, family members and care partners to access.
- Our facility is one in which you can find your way around easily.
- We provide for a comfortable diagnostic and/or testing experience.

Patient, Family & Community Engagement

- Our care teams intentionally focus on communicating clearly to patients, family members and care partners in a way they can understand.
- We consistently ensure our patients and their family members and care partners feel listened to.
- We consistently invite patients, family members and care partners to ask questions of their care provider(s) and our organization.
- We have formal processes and structures to partner with and engage both patients and community members, such as co-design processes, community forums, patient and family advisory councils, etc.
- We work to ensure consistent effective communication with patients, family members and care partners.

Quality & Clinical Excellence

- Patients and families believe we take their pain seriously and responsibly.
- We achieve the best clinical outcomes as a result of our prescribed treatment, intervention and/or therapy.
- We consistently provide effective coordination of care during and between encounters.
- We ensure we provide every patient a clear plan of care and the reason(s) we are following that plan.
- We work to consistently instill confidence in our skills and abilities to the patients we serve.