

Patient *and* Family Values

Patients, families and members of the community have shared with us their values.

We are grateful for their feedback.

These values guide us in providing care and service that reflects what matters most to them.

As a patient or family member, I value...

- being treated with dignity and respect
- high quality care and service
- receiving timely and meaningful information about my care, or my child's care
- making decisions with the health care team and others who are important to me, or my child
- a health care team that communicates and works well together
- being able to openly express my opinions and take part in my care, or my child's care
- a hospital that is welcoming, accessible and responsive to my needs, or my child's needs

This information is also available on our website:

www.hamiltonhealthsciences.ca/values



McMaster
Children's Hospital

Family-Centred Care:

Doing What Matters Most

At McMaster Children's Hospital, the care we provide reflects what matters most to our patients and families.

Based on what patients and families have told us, we will:

Communicate

- Get to know you and your family and treat you with dignity and respect
- Work together as a competent team
- Communicate with each other and your family about your child's care
- Give you prompt feedback on your child's progress

Collaborate

- Ensure you understand the health concerns about your child
- Partner with you in decisions about your child's care
- Help you learn skills to take part in your child's care
- Plan the next steps in your child's care together

Respond

- Respond promptly when you or your family need help
- Include persons who are important to you in your child's care
- Provide a convenient, accessible, child-friendly, welcoming environment
- Seek and respond to your family's comments about our care

These are actions that we will take to provide care that reflects our patient and family values. If you would like to read more about how you can participate in your care, or your child's care, please ask a staff member for a copy of the handbook "Mutual Respect".



**McMaster
Children's Hospital**