

Bill of Rights and Responsibilities at the North Renfrew Health Campus

(Deep River & District Hospital, North Renfrew Family Health Team, Four Seasons Lodge and Deep River & District Physiotherapy Centre)

If you are an employee or volunteer you are responsible to...	Everyone has the right to:	Supported by DRDH Values of:	If you are a patient, resident, visitor or family member, you are responsible to...
<ul style="list-style-type: none"> Actively participate in team/organizational planning and implementation. Address conflict with others promptly, privately, and responsibly. Work together with partners to achieve collaborative goals. Share information and ideas freely and never make assumptions. 	<p style="text-align: center;"><i>Partner positively as part of the healthcare team</i></p>	<p style="text-align: center;">P <i>Partnering</i></p>	<ul style="list-style-type: none"> Ask questions about care and treatment, and actively participate in the creation of the healthcare plan Report any change in medical condition Share with healthcare providers the most accurate information about healthcare status Work together with all partners to achieve collaborative goals.
<ul style="list-style-type: none"> Approach change with an open mind and the opportunity to find new solutions. Continue to learn, improve, teach and lead by example. Embrace change by continuing and being open to new ideas and approaches. Use evidence to improve and promote safety in all processes. 	<p style="text-align: center;"><i>Embrace new methods, practices and approaches</i></p>	<p style="text-align: center;">I <i>Innovation</i></p>	<ul style="list-style-type: none"> Approach change with an open mind and the opportunity to find new solutions in the healthcare journey Provide constructive, relevant feedback to assist in quality improvement Share your voice in decisions related to healthcare service delivery in our community
<ul style="list-style-type: none"> Be an ambassador of the values of the organization. Be knowledgeable and follow all hospital policies. Choose to have a positive, willing and flexible attitude. Attitude is everything and you own it. Ensure that the patient experience is at the centre of all interactions you have with patients, residents, and their families. 	<p style="text-align: center;"><i>Pursue quality and excellence</i></p>	<p style="text-align: center;">E <i>Excellence & Professionalism</i></p>	<ul style="list-style-type: none"> Actively seek to improve your health and that of others Be an ambassador for the values of the organization on the road to better health Share experiences and feedback early to improve your experience and that of others
<ul style="list-style-type: none"> Be proactive in responding to the needs of others. Bring a positive attitude to any situation. Do everything you can to ensure a positive patient experience and work environment. Treat others with respect and dignity. 	<p style="text-align: center;"><i>Be treated with care, compassion and respect</i></p>	<p style="text-align: center;">C <i>Caring & Compassion</i></p>	<ul style="list-style-type: none"> Approach the healthcare team and plan with a positive attitude Be patient and understanding Treat others with respect and dignity.
<ul style="list-style-type: none"> Be responsible for solving problems presented to you or refer to someone who can. Listen and communicate with care, courtesy and concern. Take initiative to maintain and expand skills through continued education and experience. Use hospital resources efficiently and effectively and take ownership and responsibility of your actions. 	<p style="text-align: center;"><i>Honesty, openness and fairness</i></p>	<p style="text-align: center;">E <i>Ethical, Accountability & Integrity</i></p>	<ul style="list-style-type: none"> Ask questions and let staff know when healthcare information is not understood Follow the agreed upon treatment plan and actively work to sustain and improve your health Receive all information necessary to make an informed decision and accept responsibility for your health decisions
<ul style="list-style-type: none"> Maintain compliance with all safety regulations and required training. Resolve or report patient safety and environmental concerns with a focus on process improvement not individual blame. Respect patients and colleagues privacy, sharing only the information necessary to do your job. Use proper tools and equipment, and not take shortcuts that compromise safety. 	<p style="text-align: center;"><i>Receive and provide quality care in a safe environment</i></p>	<p style="text-align: center;">S <i>Safety & Privacy</i></p>	<ul style="list-style-type: none"> Abide by the rules and regulations of the Hospital to keep yourself and others safe Respect the privacy and confidentiality of other patients and healthcare team members