Regional Health Safety & Quality Program

**Regional Health Safety & Quality Principles**

1. **Patient/Resident/Family Centered**
   - **This means:**
     - Providing care that is easy for patients to get when and where they need it.
     - Making sure that the healthcare team respects and responds to the patient choices, needs and values.
     - Forming partnerships between patients, their family and care team.

2. **Decisions are Driven by Information**
   - **This means:**
     - Using up-to-date knowledge and evidence to guide decisions about care.
     - Safety and quality data are collected, analyzed and used to support improvement activities.

3. **Safety at the Core**
   - **This means:**
     - Making safety a central feature of how Regional Health operates, how the care team works, and how resources are allocated.

**Regional Health Commits To:**

- Information that is easy to understand and supports informed health care decisions.
- Patients, families, and residents involved in their care.
- Well organized health care.
- A team that works together.
- Patients feeling safe and well cared for.
- Respecting health care rights, diverse cultures and patient/resident/family preferences.
- If something unexpected happens, the care team looks after the patient/resident and provides a full explanation of what happened.

**Areas for Action by Caregivers in the System:**

- Develop methods and models to help patients/residents get health services when and where they need them.
- Increase health literacy.
- Partner with patients, residents, families and care team members to share in decision making.
- Provide care that respects healthcare rights and is sensitive to different cultures and preferences.
- Involve patients, residents, families and care team in planning for safety and quality.
- Improve continuity of care.
- Minimize risks during care transitions.
- If something unexpected happens, openly inform and support the patient or resident and their family.

- Care based on best knowledge, evidence and leading practice.
- Use of treatment outcomes and experiences to help improve care.

- The care team takes safety seriously.
- Provision of safe, high-quality care.
- When something unexpected happens, the event is evaluated and processes are improved.

- Use agreed guidelines to reduce inappropriate variation in the delivery of care.
- Collect, analyze and share safety and quality data to improve care and experience.
- Learn from patient/resident/family and care team experience.
- Encourage and apply research that will improve safety and quality.

- Take action for safety.
- Ensure resources are available to support safety and quality.
- Design the environment of care, equipment and work flows for safety.
- Take action to prevent or minimize harm from healthcare errors.