

Sault Area Hospital

Living Our iCare Values



Integrity • Compassion • Collaboration & Partnership • Accountability • Respect • Excellence



LIVING OUR iCCARE VALUES

Standards

INTEGRITY

We say what we mean and we mean what we say. We will:

- Be ethical
- Be genuine and honest
- Maintain trust

COMPASSION

We show concern and care for others. We will:

- Communicate
- Be considerate
- Be responsive

COLLABORATION AND PARTNERSHIP

We promote teamwork. We will:

- Cooperate with others
- Be proactive

ACCOUNTABILITY

We are answerable for our actions and decisions. We will:

- Work safely and responsibly
- Be dependable

RESPECT

We care about the well-being, dignity and uniqueness of everyone. We will:

- Treat others as we would like to be treated
- Follow proper etiquette with electronic tools
- Demonstrate pride and ownership of our workplace

EXCELLENCE

We deliver our best every day and encourage innovation to continuously improve. We will:

- Seek to improve
- Embrace new ideas and skills



LIVING OUR iCCARE VALUES

A Message From Sault Area Hospital

“OUR iCCARE WAY” IS NOT JUST A SLOGAN.

- It is the way we will respect each other for the skills and knowledge we bring to our work.
- It is the way we will treat every patient that comes through our door.
- It is the way we will collaborate with our community partners.
- It is the way we will conduct ourselves at all times.
- It is the way we will incorporate our **SAH iCcare Values** into our work .

Living **Our iCcare Way** every day is how we will commit to fulfilling Our Mission of **Exceptional people working together to provide outstanding care in Algoma**, which in turn will help to achieve Our Vision of **Trusted Partner. Outstanding Care.**



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BECAUSE IT MATTERS MOST

Inspiring Care from the Patient and Family Member's Perspective

The following quotes have been provided by patients of Sault Area Hospital and their family members. Patients and their families are at the center of the outstanding care delivered and received at Sault Area Hospital. Our values and behaviours affect our ability to provide positive experiences for our patients and their families. To them, this is what exceptional people, working together, to provide outstanding care looks like.

"When I am sick, compromised and vulnerable, I trust that team members will care for me with excellence, compassion, dignity and respect and that they will go above and beyond to understand my unique needs."

- Family Advisor

"Treat patients as people and not conditions. Patients must be treated with dignity, kindness, compassion, courtesy, respect, understanding and honesty."

- Patient Advisor

"Understand that what is normal to you is foreign to me. Take the time to provide me and my family with the information we need to make decisions as partners in care."

- Patient Advisor

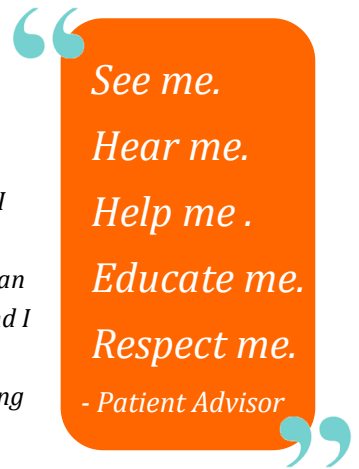
"When I'm angry, anxious, frightened, and restless - understand that I am not myself. I am dealing with an illness, a crisis and I may be confused."

My family is coping and we are all adjusting to our new environment and circumstances. Be compassionate, patient and kind regardless of whether I seem to deserve it at the time."

- Patient Advisor

"When you look at me, see your mother or father, your sister or best friend. Imagine how they might feel to be uncomfortable and vulnerable and feeling alone much of the day. A kind word and a smile can often mean as much as a gently-delivered injection."

- Family Advisor



INTEGRITY

We say what we mean and we mean what we say

“Integrity to me means that you are honest and fair to anyone you come into contact with. Hold your morals strong and live by that - going with the expression, treat others the way you would like to be treated. Myself, I will assist anyone who asks for help to the best of my ability and if I can’t, try to point them in the right direction to receive what they need. If going the extra step or two for a patient or family member makes their day a bit easier then, I have accomplished something during my time here at SAH”

- Health Records

“Providing the best care for our patients even when the only person who will know will be ourselves.”

- Physician

“Staying true to beliefs and values and acting professionally to promote patients’ well being”

- Nurse

“Doing the right thing even when you don’t have to because you know that it is the right thing to do”.

- Librarian

“In a field where resources seem to always be strained and time always seems so short, to me integrity is, despite these challenges, doing the right thing which may not be the most convenient. Often times you may uncover an issue that you know will greatly affect a patient. The task may take time and not specifically be your job but to me integrity is seeing that this will cause great outcomes for the patient and that a little effort can resolve the issue and make the patients journey a lot less stressful.”

- Drug Reimbursement

“Integrity is treating every patient the way I wish to be treated as the patient. There is no better reward for a volunteer than to hear just one patient say ‘thank you’. The impact made by a volunteer may be in the way of a friendly smile, a helping hand to find the path to a department, or attending to a particular need of a patient and their family”.

- SAH Volunteer

COMPASSION

We show concern and care for others

“It is identifying with others, taking notice of others and looking beyond ourselves by opening our hearts. Compassion is feeling for another, feeling pain, sorrow, struggles, fears and taking it a step further—the feeling that we want to alleviate that suffering. Compassion is love in action showing our love and concerns for another. Compassion is sympathy, understanding, humanity, mercy, kindness, tenderness, soft-heartedness and empathy.” – **Nurse**

“Understanding where the patient is coming from and accepting that without judgment. When patients come to me, they may be upset, afraid... may have just received some bad news and are obviously upset – it’s important to remember that they aren’t upset with me, they are upset at the situation – they aren’t mad at you. they are afraid, stressed... as health care providers, we need to be patient and understanding with them and need to help them through it where we can.”

– **Nuclear Medicine Technologist**

“Being compassionate to patients and family members who enter SAH is a value and act that can truly impact their experience and life. Whether it is the way you speak to someone, taking extra time to explain something or the way in which you provide support, how you make patients and family members feel will never be forgotten.”

– **Dietitian**

“Striving to understand the patient’s experience and trying to improve it.”

– **Nurse**

“Every person who walks through our doors has a different story, but each one of them deserves a kind & friendly smile, a hand to lead the way and the willingness of each team member to care for them fully.”

– **Volunteer Resources**

Compassion is sympathy, understanding, humanity, mercy, kindness, tenderness, soft-heartedness and empathy.

– **Nurse**

“Try to understand what patients are going through. Try to put yourself in their position.”

– **Food Service**

COLLABORATION AND PARTNERSHIP

We promote teamwork

Working together to meet the needs of our patients. Also working together with other agencies on common goals.

- Dietitian

“Patients are a cornerstone of care at SAH where collaboration and partnership bring patient’s to the forefront of decisions from bedside to boardroom.”

- **Social Worker**

“A multidisciplinary approach, with all team members, to improve communication and better the outcomes for patients and families.”

- **Nurse**

“Collaboration to me, is really about teamwork. As a nurse, it’s not often you are working alone, and it is always great to have one of your coworkers there to lend a helping hand when you or your patient is in need. The big picture really comes down to giving good quality patient care to each person who comes to Sault Area Hospital, which can’t be achieved through individual actions, but by everyone working effectively as a team.”

- **Nurse**

“Our department works with many different community medical groups (students, NOSM, physicians, etc.) in the community to ensure that we, SAH, are able to provide the best opportunities for our physicians to learn and grow – giving us the BEST doctors for our hospital and for Sault Ste. Marie.”

- **Physician Recruitment and Retention**

“The care of our patients improves when we work together to solve problems, recognizing that no one person or group has all the answers needed to provide the best care possible.”

- **Physician**

ACCOUNTABILITY

We are answerable for our actions and decisions

“True to self, answerable to actions and decisions, pride in decision making, consideration of others, doing the right things and taking the time to correct the wrong things, responsible for you and the things you do.”

- Nurse

“SAH is an organization of accountability, formed by multiple individuals who possess accountability independent of the organization.”

- Social Worker

“Accountability is how we hold ourselves and others to the highest standards of excellence enabling all of us to be the best. It is about how we continuously strive to become exceptional people delivering outstanding care to the patients we serve.”

- Vice President

“Taking ownership of problems and focusing on finding solutions rather than finding blame.”

- Physician

“I am accountable to ensure that I am competent to complete activities that I am asked to perform, where patients and families are put first. I am accountable in the sense that I am confident in my role, I have taken education and received proper training to be competent in doing such, and work as a part of a team in my department. Not only am I accountable to the patients and families I work with, but I am accountable to the organization and fellow employees of SAH, continuously supporting the iCare way, working to inspire excellence in all that I do.”

- Risk Management

We are holding others accountable as well as ourselves. This is a positive. If we find a mistake, we need to be able to identify it and correct it without becoming defensive – we have to be willing to learn from that opportunity.

**- Nuclear Medicine
Technologist**

RESPECT

*We care about the well-being, dignity
and uniqueness of everyone*

"If you don't have anything nice to say then don't say anything. Be aware of your surroundings; if patients are present be sensitive to the topics being discussed."

- Laundry

"For me respect means showing consideration for other people's privacy, different viewpoints, physical abilities, beliefs and their individual personalities. In order to promote and foster respect to our patients and to each other, I feel we need to show empathy and understanding and take the time to listen and validate each other's point of view."

- Health Records Clerk

"Have respect for patient and staff privacy. Confidentiality is key in our environment."

- Food Service

"Treat coworkers with respect. That creates a positive experience for everyone."

- IT Service Desk

"To me, respect is living life by the 'golden rule'. At SAH, we demonstrate respect by treating our colleagues, patients and their families with the utmost thoughtfulness and compassion, to establish and maintain unique relationships with our clients, and ultimately deliver the highest quality of care possible."

- SAH Volunteer

EXCELLENCE

We deliver our best every day and encourage innovation to continuously improve

“I am privileged to be able to continue to work at my passion: the science, the medicine and the people make my work meaningful, personally and professionally. Being able to represent ADCP and SAH to my colleagues, across this city, this region, our province and across this country makes me proud and makes me want to work harder to ensure quality care for our patients, closer to home.”

- Physician



I am privileged to be able to continue to work at my passion: the science, the medicine and the people make my work meaningful, personally and professionally.

- Physician



“Excellence to me means taking the initiative to do extra and put the best quality into everything you do as the outcome will always be gratifying twofold.”

- Administrative Assistant

“The impact made by a volunteer may be in the way of a friendly smile, a helping hand to find the path to a department, or attending to a particular need of a patient and their family. No matter what the role provided by our volunteers they can be proud in knowing that they will be always remembered for a job well done!”

- SAH Volunteer

“To me excellence means striving to be on top of new and emerging literature and evidence-based practices. It means the hospital commits to invest in the best and brightest employees. To sustain excellence one must be invested in self-improvement (taking courses, reading, connecting with other professionals) to produce the best outcomes for patients.”

- Dietitian

ACKNOWLEDGEMENTS

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THANK YOU FOR YOUR CONTRIBUTIONS!

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