

Create and sustain exceptional patient and family centred care environment



With the vocal and tangible support of our patient community, Horizon will shift its focus from primarily meeting the needs of a system, care providers or financial constraints to meeting the needs of patients, their families and the community through engagement processes.

Empathy, respect
communication
What does it cost? \$0



Horizon Patient and
Family Advisory Council



Move from provider
focus to patient focus



Reduce wait times



Enhance culture of safety
with focus on improved
metrics in infection rates,
incidents of harm
and hand hygiene

Identification of staff,
physicians and volunteers
(and their particular role in the
patient's health care team)
will be made clearer
through appropriate
communication, dress codes
and identification badges.



Greater access
to service in the official
language of choice

Every significant program
will have a patient advisor



Semi-annual patient surveys
to test improvement

Engaged leadership,
staff and physicians

Horizon will offer each patient the distinct care he or she requires in a compassionate manner that enables them to have tangible input into their care from start to finish.



At Horizon, the following values guide how we work together and serve our patients, their families and each other:

- ▶ We show empathy, compassion and respect.
- ▶ We strive for excellence.
- ▶ We are all leaders, yet work as a team.
- ▶ We act with integrity and are accountable.