



Patient Partnership Principles:

Our commitment to always working in partnership with our patients and families*, to achieve our mission of improving lives through exceptional care



As a Patient and/or Family Member* I will...

Treat you with respect

Be involved in decision-making about my care

Share accurate information to help you develop the best plan of care

Ask questions when I need more information

Provide feedback about my patient experience

Maintain a safe environment, free of violence and harassment

In all our interactions, we will be **Compassionate, Inclusive, Courageous, and Innovative**

Respect

Collaboration

Communication

Quality and Safety



As your healthcare team we will...

Treat you with respect

Encourage and value your desired level of participation and collaboration

Maintain privacy and confidentiality of your personal health information

Provide information about your care in the language you are most comfortable

Provide safe, quality care using best practices and patient experience feedback to continuously improve

Maintain a safe environment, free of violence and harassment



**In patient and family-centered care, patients and families define their “family” and determine how they will participate in care and decision-making*
 SHN’s Patient Partnership Principles also available in additional languages: Arabic, Chinese–Simplified, Chinese–Traditional, French, Tamil