

3. This also means ensuring that patients feel they always have a champion for their interests and, above all, that they are always treated with respect.
4. HHS programs and services will be organized around patient pathways as opposed to sites, professional disciplines, or equipment, creating a multidisciplinary and integrated approach to providing care. This reorganization began last June with HHS' organizational structure.
5. We will support patients in managing their health through community programs, outreach initiatives, education, and technology that allows timely access and real time information about their health and medical history.
6. We will design transition points with patients so that they move smoothly from one type of care to another as they navigate the health system.
7. The hospital/patient relationship will be viewed as proactive and ongoing; once a patient is a member of the HHS family, he or she will not have to re-tell their story with each hospital visit.
8. As we re-design our service models, patients will be included as key partners in designing their care path and managing their own health. Throughout this process, patients will always be at the heart of our vision.
9. HHS will be the Canadian leader in delivering evidence-based care. This means our clinicians will use standardized approaches identified by evidence.
10. Overall, our goal is to deliver high quality care AND a great patient experience!



#FacesofOHF

Check out *Our Healthy Future's* #FacesofOHF social media campaign, showcasing real people with real stories.

View all of the #FacesofOHF at OurHealthyFuture.ca or on HHS' [Twitter](#) or Facebook pages.

If you would like to participate in #FacesofOHF, send an email to ourhealthyfuture@hsc.ca.

[Visit our website](#)

Have feedback?

Visit our online [contact page](#) to submit feedback on our clinical vision.

Please consider sharing this series on HHS' clinical vision with your teams.

