



## WHAT IS A HEALTHY HEALTH-CARE ORGANIZATION?

The Registered Nurses' Association of Ontario (RNAO) believes patients and families have the right to be cared for in a environment that is respectful to patients, families and employees. RNAO has identified basic qualities that should be present in the place in which you or your family member(s) receive health-care services. This place should enable employees to feel respected, safe, protected and appreciated when they are at work. These qualities are important as effective health-care organizations create a better health-care experience for patients such as yourself when you need to be in a hospital, clinic, or other setting where you receive health care.

## A HEALTHY HEALTH-CARE ORGANIZATION IS A HOSPITAL, CLINIC, OR OTHER SETTING THAT:

- Values people
- Respects their staff
- Shares leadership
- Promotes healthy living
- Has knowledge of the people they serve
- Provides staff who are experts in the care they deliver
- Encourages nurses and other staff to balance their work and home life
- Provides enough nurses and other staff to provide high quality care



## WHY DO WE NEED HEALTHY HEALTH-CARE ORGANIZATIONS?

Healthy workplaces are important because they support:

- Healthy nurses who have the skills, knowledge and confidence to care for you
- Adequate workloads for nurses to provide you with safe, quality care
- Safe, healthy work environments for staff
- Nurses who enjoy their work
- Better health care for you and your family

## HOW WILL YOU KNOW YOUR HEALTH-CARE ORGANIZATION IS HEALTHY?

You will see:

- Staff working well together
- Positive, polite, respectful behaviour
- Nurses spending time with their patients
- Teamwork among nurses and other staff
- Health-care teams that reflect the cultures of the community
- Nurses who are not rushed all the time
- Nurses and other staff helping each other



## IN A HEALTHY HEALTH-CARE ORGANIZATION NURSES:

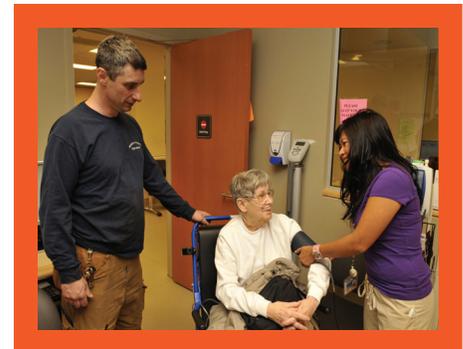
- Know and understand why you (the patient) are receiving treatment and what care is planned for you
- Respect your culture, unique characteristics and language
- Plan your care with you, your doctors and/or other members of health-care team
- Base their care on best practice
- Deliver safe care
- Make you feel safe while you are being cared for
- Have the right knowledge and skills to care for you and/or your family
- Have the right resources on hand to care for you and/or your family
- Deliver care to you in a way that is focused on you and your needs



## AS A PATIENT, WHAT CAN YOU EXPECT FROM YOUR HEALTH-CARE ORGANIZATION?

You can expect:

- Clear written or verbal facts about your care
- Consistent, fair, safe and respectful care from each team member
- Your questions and requests answered in a timely manner
- Your family members to be included in your care
- You and your family to be at ease when asking questions about your care
- Full information about your care or that of your family member
- Care in a safe setting
- To know who is in charge of your care and who to talk to if you have specific questions



## AS A PATIENT, HOW CAN YOU HELP CONTRIBUTE TO A HEALTHY HEALTH-CARE ORGANIZATION?

- Tell us if you are not satisfied with your care
- Let us know if you feel unsafe or see an unsafe situation
- Ask us about your health
- Tell us how you prefer to be cared for
- Give us your feedback

