



Quality, Caring Public Health System That Treats All Patients

- **Patient/family/caregiver engagement as a member of their care team**
- **Standardization in accessing services and how services are provided, both in person and through digital tools**

Acting in a Culture of Kindness & Respect, Free of Discrimination and Bias

- **Patient/family/caregiver opinions about their care are respected**
- **Patient/family/caregiver are partners in healthcare decisions**

Accessibility and Barrier-Free Care, That Treats Everyone with Dignity and Respect

- **Patients have access to the care and information they need regardless of their physical, social, or mental health needs**

Provide an Environment of Empathy and Compassion

- **Educate the medical profession and the public on the barriers and challenges that people with physical, mental, and social concerns and their caregivers live with on a daily basis**

Advocacy to Support Home and Community Care During a Time of Transition

- **Identify urgent care needs within the community to identify gaps**
- **Work with existing community resources to determine if there can be a co-operative solution to eliminate duplication of services and create cost savings**

Regional Connection and Standardization

- **Continue to communicate with other regional OHTs to seek common challenges that need to be addressed**
- **Develop a standard and comprehensive policy or solution where possible**

Supporting our Local Health and Social Services

- **Think about what we as a PFAC, or an OHT do to support local health and social services other than identify the need and lobby the MOH**
- **Support the 211 directory from the organizational perspective and the public education perspective**