Our Values

IN ACTION

Healthiest people, healthiest communities, exceptional service.
As someone who has chosen to work for and with the Saskatoon Health Region, you are part of an organization whose vision is healthiest people, healthiest communities, exceptional service. Our five values - Respect, Compassion, Excellence, Stewardship, Collaboration act as our touchstones as we work to build a more responsive system that puts families, patients and clients at the centre of their care.

Each of us has a personal responsibility to embrace our organizational values and reflect them back in our words, our behaviours and our actions every day.

Our Values in Action is Saskatoon Health Region’s code of conduct which outlines how we can incorporate our values into our everyday actions. It outlines our strategic directions and the expected standard of conduct within the organization that will help us to achieve these. We see many examples of living our values demonstrated daily by those working for and with us. This document further supports each of us in our efforts to make positive contributions. Included are existing policies, procedures and protocols which further articulate our accountabilities in relation to how we conduct ourselves in our workplaces.

Saskatoon Health Region includes many affiliate organizations with specific values which are supported by and align with the Region’s values. We acknowledge the unique and interdependent partnership and shared management and governance role with St. Paul’s Hospital, whose values closely mirror the values and related behaviours expected of all those working for and with Saskatoon Health Region. Our Values in Action details the code of conduct adhered to at St. Paul’s Hospital and Saskatoon Health Region. It is a shared direction which we exemplify on a daily basis and hold ourselves accountable to.

I ask everyone to take the time to read and understand this document and use it as a daily guide for putting Our Values in Action.

Maura Davies
President and Chief Executive Officer
In working for and with Saskatoon Health Region, our organizational values of Respect, Compassion, Excellence, Stewardship and Collaboration serve as a beacon to guide the decisions we make each day. In choosing to base our actions on these values, we move closer to our vision of healthiest people, healthiest communities, exceptional service.

With every encounter each of us has the ability to make a positive difference in the lives of our patients, clients, residents, families and each other. As individuals and together we can contribute to a more fulfilling and enjoyable work experience by living these values through our skills, attitudes and behaviours.

*Everyday, you make a difference.*

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**OUR VALUES**

We believe that our daily actions, interactions and decisions will reflect:

**Respect**
Recognizing that all people and their needs are important.

**Compassion**
Caring genuinely for others.

**Excellence**
Pursuing quality in all that we do.

**Stewardship**
Demonstrating trust and integrity in our responsible use of resources.

**Collaboration**
Cultivating and honouring relationships to better serve our communities.
Our mission to improve health through excellence and innovation in service, education and research, building on the strengths of our people and partnerships will be achieved through:

Transforming the Care and Service Experience

Build an organization where:
> all people are treated with respect and dignity
> families, patients and clients are at the centre of care and have timely access to health services with improved continuity and quality of care
> chronic disease management is coordinated and improved
> a blame-free safety culture is part of everything we do.

Transforming the Work Experience

Create a healthy workplace where:
> staff are enabled to make healthy lifestyle choices and are encouraged to strike a healthy balance among work, home, and community
> there is a caring community of colleagues where staff, management, physicians and volunteers are heard, respected and valued
> there are enough of the right people with the right skills to do the right work
> the workforce celebrates diversity and is representative of our population
> we work in teams and are committed to a culture of workplace safety.

Partnering for Improved Health for Aboriginal People

Work in partnership with Aboriginal communities to:
> build stronger relationships to better understand health needs and to enhance respect for Aboriginal culture
> develop an Aboriginal Health Strategy.

Building a Sustainable Integrated System

Build a system that:
> reflects the changing needs of our population, is more integrated and streamlined and demonstrates good value for the investment in healthcare
> collaborates with community to co-create changes that can contribute to better health
> has a safe and sustainable physical infrastructure
> aligns services to meet patient and client needs across acute care sites
> implements a comprehensive regional community health services strategy that integrates long term care, primary health, and rural health needs
> invests appropriately in information technology and information management to ensure system sustainability and integration.

Fostering Research, Learning and Innovation

Establish an environment which enables:
> a collaborative research strategy with academic partners
> opportunities for collaboration and business development with community, science, education and business partners
> support for good ideas, a spirit of inquiry, innovation and risk taking.
Respect

Recognizing that all people and their needs are important.

We are committed to creating a safe and welcoming workplace. We treat others in a fair and impartial manner. We practice acceptance, honouring strength in diversity. We choose to be positive in attitude and actions. We also help each other learn and grow by giving and accepting constructive feedback.

In striving to care for ourselves mentally, emotionally, physically and spiritually, we are able to provide better care for our patients, clients, residents and each other. We seek to be resilient individuals with strong reserves of inner and outer strength.

We recognize and are respectful of the working relationships developed with our partners. In particular, we acknowledge our unique partnership agreement with St. Paul’s Hospital. This partnership creates an interdependent relationship which brings a faith-based perspective to the Saskatoon Health Region in a governance and senior leadership role.

We put respect in action when we:

> treat everyone with equal dignity and respect for their opinions and experience
> welcome different backgrounds, ideas, perspectives and talents of a workforce enriched by diversity and recognize the unique contributions of individuals
> support an inclusive environment which encourages full participation of all through the elimination of discriminatory behaviours
> are consistently trustworthy and dependable in words and actions
> recognize and appreciate the contributions of our colleagues
> acknowledge people by name and inform those in our care and their families of our names and roles
> refrain from using alcohol or drugs during working hours including meal breaks or before reporting for work.

Janine Possberg, Senior Occupational Therapist

“Respect is so important to me because everyone, regardless of circumstances or background, deserves to feel that they are being listened to and cared about.”
Compassion

Caring genuinely for others.

We show kind consideration for others and their needs through authentic listening and caring. We are fully present with others and practice empathy through a warm smile, a non-judgemental look of encouragement and a kind word.

Before speaking or taking action, we ask ourselves three questions: Is it truthful? Is it necessary? Is it kind?

We put compassion in action when we:
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- listen to others without judgement and remain accepting of their thoughts and ideas
- offer to assist a colleague who is overwhelmed with his or her workload
- practice active listening through eye contact and body language that show you are present
- pass along a compliment, kind word, expression or act to a resident, client, patient, family, colleague.

Cec Charlebois, Manager - Saskatoon Home Care

“Compassion is all about ‘people attitude’ - thinking the best of and for others - and our behaviour is an expression of our attitude. Because all of Saskatoon Health Region’s values involve relationships and partnerships to achieve our mission and strategic directions, our “caring genuinely for others” - compassion - will bring awesome results in anything we undertake together.”
Excellence

Pursuing quality in all that we do.
We achieve excellence through our work ethic, skills and abilities. We choose to cultivate a positive attitude regarding how we think and behave. We commit to continuous learning and improvement as individuals and as an organization.

We put excellence in action when we:

- seek opportunities to learn and develop both personally and professionally
- become open to learning from the ideas, opinions and actions of others
- apply lessons learned to support quality and patient safety through continuous improvements
- explore new and innovative approaches
- take personal responsibility for finding a sense of purpose and meaning in our work
- are consistently positive towards others and exude enthusiasm in our own actions and words.

Dr. Susan Shaw, Critical Care and Anesthesiology

“Excellence requires effort and commitment, planning and preparation. But always striving to do more than what is expected of you brings results and personal satisfaction that more than compensate you for your hard work.”
Stewardship

Demonstrating trust and integrity in our responsible use of resources.

We are responsible and accountable to the public in our care and use of the resources entrusted to us. We take positive action wherever we can. We are conscientious in our behaviours, decisions and words and find the courage to do what is right and ethical. As good stewards, we recognize the interaction among health, finances, community, social inclusion and the environment.

We put stewardship in action when we:

> protect the privacy and confidentiality of others
> are honest and speak the truth respectfully
> take responsibility for our own and others’ safety by consistently engaging in safe work practices
> contribute to building a safe environment that allows and encourages openness and frankness in identifying, reporting and reviewing incidents, critical incidents and ‘good catches’ or potential problems
> are consistently dependable and reliable at work and are diligent in our use of time
> use information systems and the Internet appropriately
> follow all applicable professional standards and codes of practice
> support the development of a culture of philanthropy through building and nurturing relationships.
Cultivating and honouring relationships to better serve our communities.

We acknowledge and accept the positive contribution of others towards our shared purpose. We catch each other doing things right, and we find opportunities for gratitude in our work and for our colleagues. We recognize the patient, client and resident at the centre of care as a key part of the healthcare team.

We recognize that many of our affiliate organizations have values and mission statements in place. In the spirit of collaboration, Our Values in Action serves to complement these existing practices.

We put collaboration in action when we:

> inspire teamwork through inclusiveness, effective communication and commitment to team accountability
> accept responsibility for our actions and behaviours and together contribute fully to accomplish the team’s work
> contribute to an environment that recognizes human error is inevitable and individuals are accountable for their actions if they knowingly violate safety policies and procedures
> share responsibility for praise and recognition of each other and our accomplishments
> commit to spreading positive news and goodwill and refrain from gossip and destructive conversations
> add to the organization’s success by striving to achieve our strategic directions while living our values.

Betty Nippi-Allbright, Aboriginal Community Developer, Primary Health

“The most important value to me is collaboration. Through meaningful engagement, trusting relationships are built where true partnerships with individuals and the community are created.”
The following policies and processes support accepted standards of conduct and ensure that timely and consistent action is taken. We are all accountable for our actions and are expected to comply with the provisions of the Region’s bylaws, policies, procedures and our code of conduct. Complete policies and further information are available through your manager or supervisor, or on the Saskatoon Health Region InfoNet at http://infonet.sktnhr.ca/

Respect & Dignity Policy
Our goal is to provide a harassment-free work environment that is supportive of the productivity, dignity and self-esteem of every employee by promoting tolerance, understanding and respect.

Safety Policy
Our health and safety program involves the participation of everyone and results in the provision of a safe and healthy work place. Everyone is responsible for ensuring and following safe work practices.

Attendance Support Program
The Attendance Support Program outlines a positive and proactive approach to managing employee attendance and provides the necessary resources to promote a healthy and safe working environment.

Employee Wellness Program
The Employee Wellness Program supports employees to be at work and to maintain their skills and abilities through collaborative implementation of Return To Work Services.

Representative Workforce Policy
A Representative Workforce supports representation of the working-age population of the broader community throughout all occupational and classification levels in Saskatoon Health Region with a focus on the Aboriginal population as the fastest growing labour force in Saskatchewan.

Criminal Record Screening Policy
To assist in ensuring the suitability of an applicant and the protection of clients and staff, criminal record checks will be required prior to an offer of employment or volunteer position within Saskatoon Health Region.

Conflict of Interest Policy
All employees are responsible to avoid placing themselves in a conflict of interest. This includes interests or activities outside of Saskatoon Health Region that could be advanced at the expense of the organization. Employees are required to disclose conflict of interest situations.

Annual Influenza Immunization of Health Care Workers Policy
To protect patients, residents, employees and physicians from the complications related to infection with influenza and reduce the transmission of influenza in our health care facilities, Saskatoon Health Region provides annual influenza vaccinations to all employees and physicians and expects all employees and physicians to be immunized annually.

Violence Management Policy
Saskatoon Health Region strives to eliminate and minimize violence in the workplace to the best of our ability and in accordance with Occupational Health & Safety regulations.

Professional Appearance & Dress Code Policy
It is the responsibility of all employees to have a professional appearance that is deemed appropriate for their job and promotes safe work practices.

Speak Up - Protection of Persons Reporting Wrongdoing Policy
A process is provided for giving information about a potential wrongdoing, illegal, underhanded or inappropriate practice that occurs affecting Saskatoon Health Region, which enables and protects anyone within Saskatoon Health Region who discloses wrongdoings in good faith.
Fraud & Irregularity Policy
Every report of suspected fraud will be thoroughly investigated. All employees have the responsibility to promote a positive and ethical work environment, to respect and operate within the bounds of internal controls and to exercise diligence in preventing losses because of fraudulent acts.

Signing Authority - Financial Commitments
All Saskatoon Health Region financial and capital commitments shall be authorized and approved by designated Saskatoon Health Region staff.

Disclosure of Adverse/Unanticipated Events Policy
Patients, clients, residents and their families are entitled to information about the outcomes of tests, treatment and care. Saskatoon Health Region is committed to respecting the rights of patients, clients, residents and their families to be informed about poor outcomes as a result of an adverse event.

Just Culture Policy
A Just Culture encourages a non-punitive approach, promotes a safe environment, fosters interdisciplinary learning and supports an atmosphere of trust.

Electronic Communications - Electronic Mail Usage Policy
All employees are responsible for appropriate use of electronic mail provided through Saskatoon Health Region network and network services.

Confidentiality - Health Information Policy
All health information and all matters relating to the care of clients and patients will be private and confidential and employees are expected to take responsibility for ensuring personal health information is treated with confidentiality in accordance with Health Information Protection Act (HIPA).

SRHA Practitioner Staff Bylaws
The Bylaws provide an administrative structure for the governance of the practitioner staff affairs within the regional health authority and outline process and procedures for all aspects of practitioner staff management.

Employee and Family Assistance Program (EFAP)
The EFAP is a voluntary confidential and short-term counselling service designed to help employees and their families deal with pressing concerns. The program is confidential and is designed to safeguard the privacy and rights of all employees. For more information or to contact an EFAP counsellor directly, employees or family members can call 1-866-933-7327, or (306)653-EFAP (3327).
Dr. Johnmark Opondo, Deputy Medical Health Officer

"Performance excellence is a life long pursuit, a mindset that is open to new and innovative ideas, one that continues to critically assess the way one works, and is the transforming action which moves to improve one’s own productivity for self, your colleagues and others you work with.”

Karen Hart, Nurse Practitioner

“The most important value to me is respect because the young people I care for at Nutana Collegiate have not always had positive experiences from the health care system. It can be uncomfortable for them to see a health professional and intimidating to ask questions. Therefore, it is important to respect their feelings and respect that although young, they come with their own values and knowledge regarding health. Respect builds trusting relationships.”

Criss Wiercinski, Occupational Therapy Assistant

“Collaboration enables clients, residents, staff, family and friends to work together to provide opportunities for clients and residents for decisions, discussions, actions that will help the client and resident have the best day possible.”

Hazel San Miguel, Service Team Facilitator, People Strategies Coordinator

“I am proud to be part of an organization which values stewardship and truly embodies social responsibility. I believe that in exercising stewardship, I am making an investment in quality services for myself, my family, my community, now and in the future.”

Jane Richardson, Coordinator - Clinical Pharmacy Services

“The most important value to me is compassion. I believe care is the most important word in ‘health care professional.’ We may not always be able to save or cure, but most people know this and just want to feel we genuinely cared about them and did the best we could.”

Anita Bieber, LPN, 6100, SCH

“I believe that compassion is an integral part of my job. This quality enables me to respect my clients, families, and co-workers despite the many differences that may exist, I find that the other values follow in behind.”

Dorothy Sagan, Director Integrated Community Services

“Respect prescribes how we interact with people and how receptive we are to hearing their ideas, opinions and perspectives. It exemplifies valuing people as individuals and celebrating their diversity. For me, respect is the foundation to the other values of compassion, excellence, stewardship and collaboration.”

Ron Flach, Controls Tech

“Collaboration - it’s extremely important to work together as a team so that everyone has pride and ownership out of a job well done or a good decision made. Team work makes your work more than just a pay cheque; it makes something you are proud of.”

Ron Flach, Controls Tech