

Our Commitment to Each Other: Patient Rights and Responsibilities **Key Messages/Frequently Asked Questions**

Key Messages

- *Our Commitment to Each Other: Patient Rights and Responsibilities* will help patients and families know what they can expect during care, and what we ask of from them while receiving care.
- The document was co-designed with patient family partners, and with feedback from over 700 individuals across Saskatchewan.
- Patient Rights and Responsibilities is not a new concept. This provincial document will replace similar versions that existed in former health regions. It is an extension of our organizational values, our commitment to safety, Truth and Reconciliation, and to our Patient and Family Centred philosophy of care.
- Everyone in the SHA plays a role in bringing *Our Commitment to Each Other* to life. Planning is underway for long-term implementation approaches that are developed in partnership with SHA staff and physicians.
- Patients and families are always welcome to ask questions, share concerns, and provide feedback by speaking directly with their care team members.
- *Our Commitment to Each Other: Patient Rights and Responsibilities* helps SHA meet Accreditation Canada requirements.

FAQ's

What is *Our Commitment to Each Other*?

- Accreditation Canada requires us to provide information about Rights and Responsibilities to everyone accessing care in the SHA. *Our Commitment to Each Other* has been developed to provide one consistent approach to Patient Rights and Responsibilities, which applies across the SHA.

Is *Our Commitment to Each Other* brand new?

- Yes and no. All Former Health Regions in Saskatchewan had already existing Rights and Responsibilities and these were still applicable prior to the release of *Our Commitment to Each Other*. The commitments summarized here are already being actioned in many ways across the SHA.
- Additionally, since SHA's inception, our commitment to a philosophy of Patient and Family Centred Care has been at the heart of everything we do and provided the foundation for our values. The release of *Our Commitment to Each Other* is another way to advance this philosophy of care which is already in place across the SHA.
- Patient rights and responsibilities existed within each of the former regional health authorities (fRHA). Upon the formation of the Saskatchewan Health Authority (SHA), policies and documents that posed the greatest risk to the organization were identified as the priority to standardize provincially.
- Accreditation Canada identified in 2022 that a provincial rights and responsibilities document was a requirement for accreditation. With extensive engagement across the province, this provincial document was created in roughly 18 months.

Does *Our Commitment to Each Other* replace other versions of Rights and Responsibilities?

- Yes. *Our Commitment to Each Other* will now replace all the previous versions of Rights and Responsibilities from former Health Regions.
- There are some areas that have more specific Rights and Responsibilities (such as Resident Rights and Responsibilities in Long-Term Care). *Our Commitment to Each Other* will compliment those and future work will be done to ensure alignment is achieved in those areas.

How was *Our Commitment to Each Other* created?

- SHA Patient and Family Leadership Council, which is made up of Patient Family Partners and SHA Senior Leaders, chose Patient Rights and Responsibilities as their strategic initiative in June 2022. Since then, there have been many phases of the development including engagement to get feedback from over 700 patients, families, staff, physicians, community members and First Nations & Métis Partners.
- Consultation with many partners occurred to finalize the content and approval has been gained from Patient and Family Leadership Council as well as Executive and Senior Leadership.

As a physician or staff member, what role do I have in *Our Commitment to Each Other*?

- We will continue to work together on living out these commitments to each other. We all have a role!
- Many areas are already providing information to patients with previous versions of Patient Rights and Responsibilities. This information would now be replaced with *Our Commitment to Each Other*.



- It is up to every area to find ways that work for best for them to introduce *Our Commitment to Each Other* to patients during care. This can be done by sharing the patient brochure or referencing a visible poster as well as directing them to the website for more information.
- It is also up to every area to review [Our Commitment to Each Other](#) and ensure these are reflected in how we care for patients. Resources can be found on the [intranet](#) and Huddle Messages with more detail will also be made available in SHA Rounds.
- When patients or families have questions about *Our Commitment to Each Other*, answer them as best you can.
- Reach out to your leadership or PFCC@saskhealthauthority.ca if you need more support.

How is *Our Commitment to Each Other* being implemented?

- On Nov. 30, the SHA CEO, a member of the Board, and a Patient Family Partner participated in a signing ceremony and the information will start to be publically available after that.
- Information is being shared with SHA staff and physicians in advance so they are familiar through multiple channels.
- Patients will be provided with *Our Commitment to Each Other* at Registration and posters are being displayed in places visible to the public.
- There is recognition that fully implementing *Our Commitment to Each Other* will require significant long-term effort and planning is underway for ongoing implementation approaches as well as evaluation. If you would like to stay connected or partner in this upcoming work, please let us know by emailing PFCC@saskhealthauthority.ca.

What if I'm unable to accommodate one of the commitments?

- A. There may be times when you find it difficult to fulfill one of the commitments, despite your best efforts. In these situations, do your best to fulfill the commitment and explain the constraints you are experiencing with the patient and family so you can come up with a resolution together. Reach out to your leadership or PFCC@saskhealthauthority.ca for support when you need it.
- B. As usual, if things are not resolved with a patient or family, please provide them with information on how to contact [the Client Concerns office](#) and support them to do so if they prefer.

What if patients aren't upholding their commitments (for example, they are being disrespectful)?

- We encourage you to have a conversation with them about their role in the commitments, if appropriate. *Our Commitment to Each Other* is about partnership. Take time to connect with the patient to better understand why they aren't upholding their commitments and explore solutions that work for everyone.
- If they still aren't willing or able to do their part, document it in their chart. If there is a significant issue that needs to be addressed, please bring it to a clinical leader or manager.
- Every clinical area is encouraged to have approaches in place for circumstances where unsafe situations arise to ensure we are prepared to maintain safety for all.

Is there more training or support available help me or my team with *Our Commitment to Each Other*?

- Reach out to PFCC@saskhealthauthority.ca so we can hear more about what you're looking for and come up with a plan together about how that can be supported.

Where do I find more information?

- Additional information is available on the [Our Commitment to Each Other](#) website.