

The Heart of Hastings Hospice

Quality and Patient Safety Framework

Effectiveness:

The Heart of Hastings Hospice follows the Policies and Procedures of Hospice Ontario. The Heart of Hastings Hospice accepts Hospice Ontario's philosophy.

Philosophy: We respect the individuality of each person and his/her unique response to an illness. We recognize that each individual is part of a family unit. We respect each individual's right to be part of the decision-making process.

Access:

The Heart of Hastings Hospice strives to make initial contact and assessment and placement of a volunteer within 1-2 days unless there is a delay requested by the family.

The Heart of Hastings Hospice is available to people with life-limiting, life-threatening, terminal illness, and the bereaved.

Capacity:

All Heart of Hastings Hospice services are free of charge to all people. The Heart of Hastings Hospice is supported by the Local Health Integration Network, donations, bequests and fundraising.

Safety:

Safety and Pain control are #1 in our care plan. This plan is supported by a risk assessment on our initial visit and ongoing through the time we are involved with the patient. We strive to inform volunteers and family of the risk(s) and provide solutions to decrease the possibility of an incident.

Equality:

All people in our catchment area are allowed hospice support regardless of personal characteristics such as age, gender, race, ethnicity, language, socioeconomic status or geographical location.