

## NE LHIN Decision-Making Framework

IHSP priorities will be implemented over the next three years in accordance with the NE LHIN's Decision-Making Framework (see below). The framework provides values, criteria and measures to evaluate new programs and initiatives, changes to existing programs, and/or integration proposals. The criteria within the framework are aligned with indicators found in the Quality Improvement Guide of the Ontario Health Quality Council.

<b>Values</b>	<b>Behaviours</b>
<b>Listen</b>	Our intention: You will be heard.
<b>Integrity</b>	Responsible and accountable for living our values.
<b>Proactive</b>	Anticipate needs & opportunities and act appropriately.
<b>Equity</b>	Opportunity for health & wellness for all.
<b>Serve</b>	Include NE Ontario geographic, cultural, demographic, and linguistic health & wellness needs in all activities.

<b>Criteria</b>	<b>Measures</b>
Accessible	People should be able to get the right care at the right time in the right setting by the right healthcare provider.
Effective	People should receive care that works and is based on the best available scientific information.
Safe	People should not be harmed by an accident or mistakes when they receive care.
Patient-Centred	Healthcare providers should offer services in an way that is sensitive to an individual's needs and preferences.
Equitable	People should get the same quality of care regardless of who they are and where they live.
Efficient	The health system should continually look for ways to reduce waste, including waste supplies, equipment, time, ideas and information.
Appropriately Resourced	The health system should have enough qualified providers, funding, information equipment, supplies and facilities to look after people's health needs.
Integrated	All parts of the health system should be organized, connected and work with one another to provide high-quality care.
Focused on Population Health	The health system should work to prevent sickness and improve the health of the people of Ontario.

*Criteria and measures as per Quality Improvement Guide of the Ontario Health Quality Council.*