

<b><i>As a provider, it is important that...</i></b>	<b>Some of the prioritized values</b>
<ul style="list-style-type: none"> <li>• I stay objective to the situation and am consistent</li> <li>• I am present – I work to build trusting relationships with other care providers and care receivers, that I strive to be routinely engaged</li> <li>• I create/build trust with patients</li> <li>• I ask questions and am mindful of the answers – I seek clarification when I am unsure of the response or whether there are deeper questions that need asking</li> <li>• I seek feedback – finding/creating/facilitating – from other providers and from patients/families</li> <li>• I am articulate and speak in a language that is understood by the person/people present</li> <li>• I use creativity in patient’s care</li> <li>• I ensure/uphold patients being asked and heard</li> <li>• I remain transparent in building relationships with patients – reduce misunderstandings, clear about our expectations of each other</li> <li>• I am honest</li> <li>• Patient information is understood by all health care providers in a holistic manner</li> <li>• Providers have the resources/tools and accessibility and the know how to use the tools</li> <li>• Barriers to providing person-centred care are reduced</li> <li>• Staff have time to be physically present/properly assess patient in PCC way</li> <li>• I reduce stress to patients during healthcare experience</li> <li>• There is connectivity</li> <li>• I am empathetic and listen</li> <li>• There is consistency in the make-up within teams and programs</li> <li>• Our practice is informed by evidence</li> <li>• I adapt to changing situations</li> <li>• We ask the questions: “Why are you here?” “What do you need?” “What has already worked for you?”</li> <li>• We are clear that we live/work in the grey often (often there are tensions inherent in providing PCC in the context of health care systems)</li> <li>• Care providers role – not only to care for patient, care for caregiver</li> <li>• I ensure my own self-care</li> </ul>	<ul style="list-style-type: none"> <li>• There is consistency in the make-up within teams and programs</li> <li>• I adapt to changing situations</li> <li>• Care providers care not only for patients but also support staff, to maintain resilience in providing quality care in challenging situations</li> <li>• Care providers be aware of and be comfortable with “living in the grey” i.e. living with the tensions inherent in providing PCC in the context of health care systems</li> </ul>