



## ***Quality Statement***

Sherbourne Health Centre's mission is to reduce barriers to health by working with the people of our diverse urban communities to promote wellness and provide innovative primary health services. We believe that everything we do should be guided by our values – the fundamental beliefs and principles that are the essence of the Sherbourne Health Centre. One of our values is quality and to promote this value, our ***Quality Statement*** outlines our definition of quality and the key principles that we believe support our approach to quality.

### ***Definition of Quality***

We believe that quality primary health care is defined as working with our clients to deliver the best care and services and to achieve the best possible outcomes. We also recognize the need to identify and respond to client and community health needs within the broader determinants of health.

### ***Key Principles***

Sherbourne Health Centre believes in using quality improvement processes within a learning environment and supports the following key principles:

- Leadership's commitment to quality improvement is demonstrated through active involvement and by example;
- Collaboration and teamwork are required throughout the quality improvement process;
- The contribution of every individual in a quality improvement process is valued;
- It is important to use internal as well as external measures of quality; and,
- We recognize and support our accountability to multiple stakeholders for the quality of our care and services.

Adopted at the June 5, 2006 meeting of the Board of Directors