



**NURSING & HOMEMAKERS INC.**

[www.nhihealthcare.com](http://www.nhihealthcare.com) 416-754-0700 1-800-567-6877

## Philosophy

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- NHI Nursing & Homemakers Inc. is dedicated to the provision of quality health care services, which are innovative and based on the client's self-defined, unique needs.
- We believe that health care should be delivered to every client in a compassionate and confidential manner, ensuring respect and dignity while assisting in each client's independence.
- We support staff by assuring an environment of fairness. Employees are viewed for their own uniqueness and are provided with education, training and resources in order to enhance job satisfaction.
- We foster both personal and professional growth through teamwork, succession planning and recognition of achievements.
- Our personnel are trained and instructed in how to implement the values, beliefs and a family-centered care approach to service provision in the following manner:
  1. All personnel are provided with orientation at the start of employment with NHI.
  2. All personnel receive a handbook on the organization and are encouraged to become familiar with the contents.
- We provide ongoing workshops and in-service education on a regular basis.
- We offer mandatory in-service education programs.



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## **Objectives & Standards**

Each member of NHI is expected to perform his or her duties in a way that fulfils the objectives, goals and vision of NHI. In addition, our supervisor/manager can evaluate each individual's performance based on his or her contribution to the Agency.

Professional development also remains focused on supporting NHI's direction. This focus helps give learning activities maximum efficiency and effectiveness.

## **Customer Perspective**

- NHI's primary goals are customer service and client satisfaction. Our continuous improvement efforts are focused on improving services to clients and their families.
- We support the rights of clients and this could take the form of a Charter of Client Rights, which is adhered to and communicated to clients of the organization.
- We have a formal process for resolving client complaints.
- We have an open disclosure policy.
- NHI has a process to address ethical issues that may take the form of a Code of Ethics.



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### **Learning and Growth Perspective:**

- NHI utilizes current published research and participates in research opportunities.
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### **Quality Management**

NHI utilizes risk management practices as an integral part of quality improvement activities. Risk will be identified through (but not limited to):

- Health and Safety Minutes
- Complaints/Grievance Process
- Incident Management
- Policies and Procedures
- Claims Management- Auditing
- Ongoing monitoring of professional standards through the use of best practices guidelines

### **Financial, Information and Record Management**

NHI maintains records related to business operation and service delivery in accordance with Canadian government legislation, contractual obligations and accepted professional standards.

NHI ensures the accuracy and timely completion of all Client records.



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### **Priority Standards**

NHI provides "continuity of care" for clients in the community as well as in facilities. NHI believes that this type of consistency is very important to the successful achievement of the Client service plan and to the satisfaction of the Client.



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