



Connect Care Governance Principles

Connect Care will be governed to optimize operations, improve outcomes, assure safety, sustain high-quality service, promote patient-centred care and improve the patient and provider experience.

Principle	Requirements
1. Welcome and incorporate patient and family perspectives, promoting meaningful participation in decision-making.	Prepare and support patient advisors.
2. Make decisions that are quadruple-aim-aware, balancing considerations of patient and provider experiences, health outcomes and financial sustainability.	Decisions reflect AHS strategic goals, are recognized as value-driven, and reflect both the context and intent of choices.
3. Promote participatory decision-making with active stakeholder ownership, follow-through and accountability for success.	Identify and engage stakeholder groups most affected by decisions; building shared understanding of requirements and accountabilities for success.
4. Emphasize clear roles and responsibilities so groups act with appropriate accountability, responsibility and authority.	Decisions are clear about roles and responsibilities, authority and accountabilities.
5. Be sensitive to organizational capacity, health system impacts and the ability of those affected to implement change, achieve benefit and avoid harm.	Decisions making structures need to contemplate intended and unintended consequences of decisions.
6. Use a consistent decision-making process so that choices involve the right persons at the right organizational level and are supported by the organization.	Connect Care leadership clarifies what type of decisions are made at which level, with examples of who is accountable for decision making.
7. Use existing decision-making processes and organizational structures as much as possible.	Decision-making structures and membership are reviewed to ensure the members have sufficient authority, accountability and responsibility
8. Coordinate decision-making so that communication among involved organizational structures is timely, transparent and unambiguous.	Decision-making groups consider and optimize liaison with other groups, developing effective communication strategies and pathways
9. Reflect AHS values and trust in leadership in governance and decision-making.	Decision makers continually seek better understanding about how to gain and sustain trust.