

NHS

Eileanan Siar Western Isles



Corporate Values & Objectives V5

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Aim

The aim of the Health Board is to promote and improve the long-term health and wellbeing of the local population, delivering compassionate healthcare services, in innovative ways, to enable people to live healthier, longer lives. Ensuring services are based on population need, efficient, sustainable and of high-quality is a core aim.

Corporate Values

The Board's Corporate Values are aligned to NHS Scotland Core Values:

1. Care and Compassion
2. Dignity and Respect
3. Openness, Honesty and Responsibility
4. Equality and Fairness
5. Quality and Teamwork

Excellence

- We will ensure that the care we provide is based on the best evidence for optimal outcome.
- We will individually and together strive to make a positive difference to become "the best at what we do".

Safety

- We will strive for excellence in safety.
- We will view avoidable harm as unacceptable.
- We will each take responsibility for the safety of our patients, colleagues and the public.

Confidentiality

- We will ensure that confidentiality is maintained in all that we do.
- We will disclose confidential information only with the consent, where there is a risk of harm to the patient or others, or where there is a legal obligation to do so.
- We will treat breaches of confidentiality seriously.

Dignity

- We welcome, and will respect and value the wishes, rights and informed choice of the individual to be the person they are.

Honesty

- We will earn and keep the trust of those we attempt to help, care for and work with.
- We will seek the views and opinions of those we serve, and will be truthful, open and transparent about our decisions, failures and successes.

Fairness

- We will make judgements that are based on merit and free from discrimination, dishonesty and injustice.
- We will treat people equally.

Selflessness

- We will neither exhibit or be motivated by concern or gain for ourselves rather, our patients and providing excellent services will be our priority.

Equity & Diversity

- We will focus on acknowledging and addressing differences in people's circumstances to ensure just outcomes.
- We will uphold and defend a culture characterised by mutual respect, openness, fairness and kindness.

Innovation

- Encourage innovation by supporting proactive, adaptive and agile culture of continuous improvement with an emphasis on digital innovation and data driven care and services

Accountability

- We will take responsibility both individually, as an organisation, for achieving the things we agree to deliver in terms of people, purpose, performance and progress.

Corporate Objectives

- **CO1** To provide person-centred care and support self-management, focusing on the evidence-based health needs of our increasingly diverse population, identifying and taking every opportunity to improve our patients' health, experience and outcomes.
- **CO2** To protect individuals from avoidable harm by continually assessing and managing risk learning and improving reliability and safety in everything we do.
- **CO3** To champion efficiency and effectiveness and collaboration in and across our services that delivers minimum possible waiting times.
- **CO4** To pro-actively stimulate and intensify our search and application of effective innovation to improve how we care for patients today and into the future.
- **CO5** To provide and support people to live long and healthier lives improving health equitability, reducing discrimination and environmental impact of climate change.
- **CO6** To specifically target early years, health inequalities, vulnerable and under represented and more difficult to engage with groups.
- **CO7** To continually improve and modernise our integrated healthcare services and assurance systems.
- **CO8** To value, support the wellbeing of, and develop and sustain a compassionate, confident, competent, flexible and responsive workforce.
- **CO9** To deliver our commitment to partnership working to deliver national standards, targets and guarantees.
- **CO10** To have a sustained focus on prevention, anticipation, support self-management and care at home.
- **CO11** To ensure that all resources are deployed to the best effect, achieving desired outcomes, value for money and progressive approach to sustainability.
- **CO12** To embed robust governance frameworks that provide assurance, enables oversight and scrutiny of service provision. Through these structures monitor, manage and mitigate organisational risks as they emerge, ensuring business continuity and delivery in line with NHS Scotland Blueprint for Good Governance.