

# Values

The Danish Patient Safety Champions 2009

## ”A Healthcare System for the Patients”

This document is a declaration of the values and principles guiding the work of the Danish Patient Safety Champions. This declaration is a tool in our work to promote safer care through learning and prevention of adverse events in the primary sector and in all Danish hospitals.

- ***Our objective is to focus on the individual patient and family as important resources in an effective and safe patient journey.  
- Listen to us!***
- ***Our objective is to advance patient safety through open dialogue between patients, families and staff in all matters that are essential to the patient.  
– Talk to us!***
- ***We believe that to err is human, but that it is possible to learn from each mistake if you acknowledge it and discuss it openly.  
– Learn from mistakes and prevent them from recurring. Say sorry!***
- ***Our objective is to motivate healthcare staff to meet patients as equals with openness, understanding and respect – the best foundation for communication and cooperation between people in difficult situations.  
- Involve us!***
- ***Our objective is to increase awareness of patient safety issues everywhere, so that all current and future patients know how to help themselves as patients.  
- Gain insight and share it!***