



# MINISTRY HEALTH CARE

*Sponsored by Sisters of the Sorrowful Mother*

## Ministry Health Care and Clinician Commitment

### Our Promise

*We earn trust by working together as One Ministry to keep PATIENTS FIRST in everything we do.*

### Ministry Health Care's Commitment

#### Service

- Acknowledge contributions to patient care and the organization
- Recruit and retain superior clinicians and staff
- Respect the integrity of the clinician patient relationship
- Support compassionate care
- Provide practice support sufficient to meet patient demand
- Respond to Clinicians questions promptly

#### Justice

- Provide information and tools necessary to improve the operating efficiency and services levels of practice
- Create an environment that supports teams and individuals
- Provide clear compensation with internal and market consistency and aligned with organizational goals
- Provide learning opportunities that facilitate best practice, evidence based medicine

#### Presence

- Lead with integrity and accountability
- Offer opportunities for meaningful dialogue
- Engage clinicians in matters that affect them or their practice
- Deal with people and issues openly, directly and respectfully
- Support clinician wellness

#### Vision

- Support improvement efforts and change
- Provide clear expectations with regular, written evaluation and feedback
- Share information regarding strategic direction, priorities, and business decisions
- Create a culture that supports patient centered care and clinician satisfaction

### Clinician's Commitment

#### Service

- Respond to patients questions promptly
- Involve patients in care decisions
- Demonstrate a passion for understanding and meeting the needs of our patients, families, and co-workers
- Take an active responsibility in our patient satisfaction levels
- Celebrate and recognize successes in others
- Enthusiastically participate in clinician recruitment
- Provide timely access for my services

#### Justice

- Promote teamwork among groups, discourage “we” vs. “they” thinking
- Hold myself and others accountable for results
- Demonstrate a commitment to the success of Ministry Health Care
- Identify improvement opportunities and remove waste
- Use and share evidence based medicine and best practices

#### Presence

- Act ethically and with integrity
- Deal with people and issues openly, directly and respectfully
- Keep patient and business information confidential
- Treat patients, families and co-workers with respect and compassion

#### Vision

- Set high performance expectations and a mindset of excellence
- Demonstrate a “can do” attitude and a bias for action
- Embrace change for improvement; be personally willing to undertake it in order to meet patient needs
- Listen carefully, ask questions, and be open to input from others
- Actively seek learning opportunities to improve my performance