



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