

Clinician Values Behavior Commitment

It is the expectation that all members of the Medical and Allied Health Staffs conduct themselves in a manner consistent with Ministry's Core Values, exemplify a high level of human behavior and preserve human dignity. Thus, the members of the Medical and Allied Health Staffs agree to interact with others in a respectful, supportive, honest, open, cooperative and compassionate manner.

Promise

We earn trust by working together as One Ministry to keep patients first in everything we do.

Clinician's Commitment – Desired Behaviors	Examples of Unacceptable Behaviors
<p>Service: Accountability, Coaching, Patient and Family First, Communication</p> <ul style="list-style-type: none"> ▪ 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 ▪ Clearly and concisely relay pertinent and only factual information ▪ Take an active responsibility in our patient satisfaction levels ▪ Celebrate and recognize successes in others ▪ Provide timely access for my services 	<p>Service: Accountability, Coaching, Patient and Family First, Communication</p> <ul style="list-style-type: none"> ▪ Blaming others or making excuses for failures ▪ Utilizing fear as a motivator, creating a punitive environment ▪ Using excuses or shifting responsibility when an issue is raised by a patient or family member ▪ Badmouthing a situation or another individual ▪ Criticizing inappropriately a situation, colleague or employee ▪ Complaining to a third party about someone else
<p>Justice: Preserving Dignity, System Thinking, Stewardship, Data Driven Management</p> <ul style="list-style-type: none"> ▪ 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 ▪ Provide constructive feedback to others when opportunities to improve performance exist ▪ Use and share evidence-based medicine and best practices ▪ Surface and resolve conflict in a manner consistent with our values to create better solutions 	<p>Justice: Preserving Dignity, System Thinking, Stewardship, Data Driven Management</p> <ul style="list-style-type: none"> ▪ Being disrespectful of cultural and religious differences ▪ Raising your voice when speaking with others ▪ Closing your mind to the opinions of others by talking over them and/or not listening ▪ Making comments that are disrespectful of others ▪ Speaking poorly of other individuals or departments
<p>Presence: Integrity, Compassion, Team Player, Listening</p> <ul style="list-style-type: none"> ▪ Act ethically and with integrity ▪ Deal with people and issues openly, directly and respectfully ▪ Treat others with respect/courtesy ▪ Keep patient and business information confidential ▪ Treat patients, families and co-workers with respect and compassion 	<p>Presence: Integrity, Compassion, Team Player, Listening</p> <ul style="list-style-type: none"> ▪ Swearing or making demeaning comments to or about others ▪ Making verbal threats or exhibiting threatening posture during heated discussions ▪ Blaming or criticizing co-workers ▪ Taking credit for others' work ▪ Using inappropriate humor or negative comments ▪ Interrupting others when speaking ▪ Taking advantage of situations for personal gain
<p>Vision: Self Awareness, Sets Direction, Critical Thinking</p> <ul style="list-style-type: none"> ▪ 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 ▪ Lead by example ▪ Actively seek learning opportunities to improve my performance 	<p>Vision: Self Awareness, Sets Direction, Critical Thinking</p> <ul style="list-style-type: none"> ▪ Being critical of new ideas – resistant to incorporating new ideas/initiatives ▪ Hiding mistakes ▪ Using excuses to justify non adherence and to deflect responsibility ▪ Using body language or comments to declare certain topics or options as “off limits”

My signature signifies that I have read the above statement and agree to conduct myself in accordance with these standards.

Applicant's Signature

Date