

The Healthcare Providers (physicians, nurse practitioners, and physician assistants) and Staff of Carroll Health Group embrace the Mission, Vision, and S.P.I.R.I.T. values of Carroll Hospital Center and also acknowledge the Codes of Conduct for Carroll Health Group employees and the Medical Staff of Carroll Hospital Center.

The Leaders and Providers of Carroll Health Group recognize the important mutually-supportive and beneficial relationship between Carroll Health Group and its Providers. Together we therefore agree to the following Compact.

ADMINISTRATION'S RESPONSIBILITIES

ACHIEVE EXCELLENCE

- Recruit and retain outstanding providers and staff
- Support career development and enhance professional satisfaction
- Acknowledge and reward superior performance that enhances patient care and improves both Carroll Hospital Center and Carroll Health Group
- Create opportunities to participate in quality improvement and improvements in community health

COMMUNICATION

- Communicate information regarding organizational priorities, business decisions and strategic plans
- Provide opportunities for constructive dialogue, clarity of goals and regular evaluation

EDUCATE

- Support and facilitate teaching and learning opportunities
- Provide the tools necessary to continually improve medical practice

REWARD

- Provide competitive compensation consistent with market values and organizational goals of quality, service and efficiency
- Maintain clear organizational responsibility and integrity to those it serves

CHANGE

- Empower providers and staff to participate in goal setting, process restructuring and outcome measures
- Maintain flexibility in the face of inevitable changes in the health care delivery system

PROVIDER'S RESPONSIBILITIES

FOCUS ON SUPERIOR PATIENT CARE

- Practice evidence-based, culturally-sensitive, high-quality medicine
- Encourage increased patient understanding, engagement in care and involvement in treatment decisions
- Work collaboratively with your multi-disciplinary team to provide a comprehensive approach to support excellent service and high quality outcomes
- Work in collaboration with other physicians, support staff and management across the system in both service and patient care improvements
- Demonstrate the highest levels of integrity and professional conduct

TREAT ALL PEOPLE WITH RESPECT

- Listen and communicate both clinical and non-clinical information in a clear, respectful, and timely manner
- Provide and accept feedback in a respectful manner

TAKE OWNERSHIP

- Act knowing that staff and peers see you as a leader and role model
- Work to ensure personal and organizational compliance with all legal and educational requirements
- Provide leadership to steadily improve service quality, outcomes, efficiency, and financial performance

CHANGE

- Embrace innovation, technology, and organizational change as opportunities for improvement to health care delivery