



### Provider Compact

FirstHealth Physician Group’s Provider Compact outlines the commitment of physicians, dentists, advanced practice professionals, and the overall FirstHealth organization to each other and to the people that we serve. This commitment is paramount in making FirstHealth Physician Group a world-class patient-centered organization. We believe that our success in caring for people is rooted in our goal to consistently provide high quality, patient-centered care in a practice environment focused on respect, integrity, personal and professional development, excellence, and stewardship.

<b>FirstHealth Responsibilities</b>	<b>Provider Responsibilities</b>
<b>Respect</b>	
<ul style="list-style-type: none"> <li>Actively listen, communicate, share ideas, and support providers.</li> <li>Create a working environment that is open, transparent, trusting, respectful, and fulfilling.</li> <li>Acknowledge provider contributions to patient care and the organization.</li> </ul>	<ul style="list-style-type: none"> <li>Treat people with respect.</li> <li>Encourage patient involvement in care and treatment decisions.</li> <li>Participate in and support quality initiatives of the group and system.</li> <li>Adopt and comply with patient-safety best practices.</li> </ul>
<b>Integrity</b>	
<ul style="list-style-type: none"> <li>Manage the organization with integrity and accountability.</li> <li>Share information openly regarding strategic intent and organizational priorities in a timely manner.</li> <li>Provide opportunities for collaboration in decision making about all issues that affect provider practice.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate the highest level of ethical and professional conduct.</li> <li>Comply with group and system policies, rules, and regulations.</li> <li>Be an advocate for patients.</li> <li>Participate in and support group decisions, committees, and leadership.</li> </ul>
<b>Development</b>	
<ul style="list-style-type: none"> <li>Provide personal and professional development coaching for all providers.</li> <li>Offer opportunities for constructive dialogue.</li> <li>Provide clear expectations, support, and feedback.</li> </ul>	<ul style="list-style-type: none"> <li>Commit to the development of self and others.</li> <li>Be willing to provide and accept feedback from peers.</li> <li>Maintain an active interest in group and system communications and activities.</li> </ul>
<b>Excellence</b>	
<ul style="list-style-type: none"> <li>Maintain a patient-centered service culture.</li> <li>Provide adequate resources to achieve quality care and service excellence.</li> <li>Recognize and reward practice and service excellence efforts by providers.</li> </ul>	<ul style="list-style-type: none"> <li>Practice evidence-based and cost-effective medicine.</li> <li>Meet or exceed applicable benchmarks for quality.</li> <li>Be accessible and responsive to others.</li> <li>Embrace innovation and continuous improvement.</li> <li>Maintain optimal written and verbal communication.</li> </ul>
<b>Stewardship</b>	
<ul style="list-style-type: none"> <li>Intentionally recruit and retain quality providers who share the vision and values.</li> <li>Reward provider efforts leading to service, operational, and quality excellence.</li> <li>Actively promote provider well-being.</li> </ul>	<ul style="list-style-type: none"> <li>Work as a team with other providers, staff, and management.</li> <li>Be aware of the strategic and economic aspects of the practice and organization.</li> <li>Support provider well-being.</li> </ul>

The attributes outlined within the Compact are reviewed with you by the FirstHealth Physician Group President shortly after your start date and may be addressed within your Annual Evaluation. At any time throughout your practice, if there is deviation from the Compact, your practice/department manager or director will meet with you to address challenges and a plan for resolution. We want you to find FirstHealth to be the most rewarding work environment.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

The following statements are intended to guide FirstHealth Physician Group's ability to accomplish our current and future goals. The **Mission** represents the core of what we do and why we exist as a group, the **Vision** represents the picture of the future we would like to create, and the **Values** are the core beliefs that guide our decision-making.

### **MISSION**

To care for people in a collaborative, high-quality, patient-centered cost-effective manner

### **VISION**

All partners working to be First in Quality, First in Health, building a sustainable and professionally satisfying practice environment

### **VALUES**

**F**ocus on quality and excellence

**I**ntegrity

**R**espect for the individual

**S**ervice to others

**T**eamwork