

## This is a Compact between the Shareholders of Valley Medical Group, P.C. and the Group. It delineates the principles and values that we esteem and strive to embody as practitioners, colleagues, and as an organization.

# Respect

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| **Group** | **Practitioners** |
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| Involve practitioners in developing goals and plans for the Group | Respond promptly to requests for involvement in creating plans and goals for Group |
| Share strategic plans and goals with practitioners once adopted | Actively support the clinical, organizational, and financial goals of Group |
| Share Group performance data clearly and regularly | Seek to understand data about individual and team performance and work to improve |
| Solicit and listen to ideas and concerns of practitioners | Develop and improve listening skills and take responsibility for what we say and write |
| Support efforts to honor diversity, culture, and privacy and encourage and accept patient and family involvement in care and treatment planning | Commit to continually learn about and demonstrate sensitivity to diversity, culture, and privacy and involve families according to the patient’s wishes |

# Integrity

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| **Group** | **Practitioners** |
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| Manage the organization with honesty, accountability and respect for ethical standards of the professions | Demonstrate the highest levels of professional and ethical conduct; be honest and responsible |
| Seek to always promote the values cited in the Mission, Vision and Values Statement of the Group when creating organizational plans and priorities | Incorporate Mission, Vision and Values in working with patients and staff and act accordingly |
| Balance the needs and plans of the Group with the needs and priorities of the communities we serve | Demonstrate a commitment to showing support for, and being a vital part of, the communities we serve |



# Development

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| **Group** | **Practitioners** |
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| Provide resources necessary for practice improvement | Participate in training for, planning and carrying out practice improvement activities and champion activities necessary for change |
| Offer opportunities for constructive dialogue | Regularly attend and participate at Group meetings |
| Offer clear expectations, regular evaluation, and respectful feedback and accept constructive feedback to facilitate “closing the loop” on organizational initiatives | Offer and accept respectful feedback that promotes personal and organizational development |
| Support professional development for practitioners and staff | Participate in clinical and professional development opportunities |
| Encourage and develop leaders | Participate in leadership of the organization |
| Promote culture of effective conflict resolution and acceptance of responsibility for errors | Embrace openness, learning and participate in difficult conversations appropriately |

# Excellence

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| **Group** | **Practitioners** |
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| Provide resources, systems and support for improving care and service, including peer review | Contribute to the creation of goals and strategies to improve care and service, including peer review |
| Create and prioritize goals for quality of care and service and regularly provide updates on progress | Actively work to improve the quality and efficiency of care and services to patients, families, and our communities |
| Identify, communicate and remediate gaps in care based on best evidence and practices | Provide the highest quality care based on best available evidence and patient preferences |
| Support staff and practitioners in continually working to improve the patient’s experience of care | Commit to ensure optimal access to care and provide excellent service to patients |



# Fostering Viability and Vitality

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| **Group** | **Practitioners** |
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| Develop and support organizational goals and systems that optimize financial and human resources | Support the financial objectives of the Group balancing personal and Group needs |
| Recruit excellent practitioners as necessary to meet patient needs | Participate in recruiting and replacement efforts and succession planning with enthusiasm |
| Establish a climate that values cultural diversity reflected in hiring and patient care | Seeks to more fully understand others by open minded exploration of individual and group differences |
| Promote health, safety and security in the workplace | Participate in Group efforts to make the workplace healthy, safe and secure |
| Create opportunities for, and acknowledge contributions to, improvements in patient care and services | Participate in acknowledging the improvement achievements by colleagues and staff |
| Support efforts to build VMG community and engagement of practitioners and staff through enhancing opportunities to participate in Group activities while building Joy in work | Participate, as possible, in activities of the Group |
| Support wellness of practitioners and seek balance between financial and organizational needs of the Group and practitioner lifestyle needs | Seek reasonable balance between our own personal and professional needs and the needs of the Group |