



The providers of the Mankato Clinic have developed this Provider Compact to support the Clinic's mission and core values.

Clinic's Responsibilities

Patient-centered

- Promote a culture where patients come first.
- Provide sufficient resources, processes and environment to enable providers to deliver exceptional patient care.

Accountability

- Proactively share information regarding business decisions, strategic intent and organizational priorities.
- Offer opportunities for constructive dialogue and two-way communication.
- Support provider wellness including a work/home balance.
- Promote provider recruitment and retention by offering fair market compensation and benefits.
- Promote provider involvement in community activities.

Teamwork

- Be flexible and open to change and growth.
- Provide opportunities for collaboration in decision making about issues that affect provider practice and patient care.
- Foster an environment that promotes mutual respect, open and honest communication and collaboration with co-workers and patients.

Integrity

- Reflect on mission and core values when making decisions.
- Manage the organization with honesty and integrity.
- Maintain a culture which promotes a trusting relationship with our patients, each other and the communities we serve.

Excellence

- Support career development for providers and staff.
- Recruit and retain excellent providers and staff who share the vision and values.
- With provider input, create clinical, operational and service excellence initiatives.
- Develop and support health care delivery that optimizes stewardship of resources.
- Commit to maintain optimal patient access.
- Provide resources for continuous improvement.

Providers' Responsibilities

- Act with the best interest of patients first.
- Collaborate with patients, families and staff to provide compassionate, prompt, quality care.
- Be respectful of patients and actively listen to their needs.

- Participate in meetings, committees, leadership roles and projects for the Clinic.
- Actively support organization and group goals and objectives.
- Proactively identify and collaboratively resolve issues, be part of the solution—not the problem.
- Be accountable for the results of our own actions.
- Be accountable for successful and timely completion of work.
- Show support for the communities we serve.

- Encourage a team approach to patient care and satisfaction.
- Be flexible and open to change and growth.
- Treat staff, colleagues and patients in a respectful, courteous manner.
- Support teamwork and collaboration with colleagues and staff.
- Strive to be a positive role model, team member and leader.

- Reflect on mission and core values when making decisions.
- Demonstrate the highest level of ethical and professional conduct.
- Promote open and honest communication with others.

- Maintain continuous education.
- Support health care delivery that optimizes stewardship of resources.
- Participate in clinical, operational and service excellence initiatives.
- Commit to maintain optimal patient access.
- Support and encourage innovation and continuous improvement.
- Participate in provider recruitment efforts.