



The employees of the Mankato Clinic have developed this Employee Compact. Patients are at the heart of our work and together we can create the optimal patient experience.

By working together as one team, we will...

Patient-centered

- Promote a culture where patients come first.
- Focus on quality patient care.
- Provide sufficient resources, processes and an environment to enable providers and employees to deliver exceptional patient care.
- Be respectful of patients and actively listen to their ideas and concerns.
- Empower patients to become engaged in their care.

Accountability

- Proactively share information regarding business decisions, strategic intent and organizational priorities.
- Set clear expectations and hold each other accountable for the results of our actions.
- Within reasonable limits, support employees that are taking personal responsibility for errors or mistakes.
- Promote a green environment and utilize all resources effectively.
- Maintain appropriate policies and procedures.
- Support employee wellness initiatives.

Teamwork

- Promote a positive work culture and foster an environment that promotes teamwork, mutual respect and open and honest communication.
- Be flexible and open to change and growth.
- Actively listen and provide opportunities for collaboration and decision-making regarding patient care issues and individual jobs.
- Recognize contributions of staff.
- Provide cross-training and flexibility for staff to move outside their job descriptions/departments to assist other departments.

Integrity

- Lead by example and manage the organization with honesty and integrity.
- Communicate openly and honestly.
- Maintain a culture which promotes a trusting relationship with our patients, each other and the communities we serve.

Excellence

- Coach individuals, invest in employees and create an environment of innovation and learning.
- Recruit and retain excellent providers and staff who share our vision, mission and values.
- Ensure the right people are in the right job and optimize individual strengths.
- Provide resources for continuous improvement.
- Reward and recognize staff for exceptional performance.

As an employee of the Mankato Clinic, I will...

- Keep patients at the heart of my work.
- Collaborate with patients, families and staff to provide compassionate, prompt, quality care and service.
- Be respectful of patients, communicate in a caring manner and actively listen to their needs.
- Treat patients as I would want to be treated.
- Follow through and keep patients informed.
- Remind myself that patient concerns come from a need they couldn't solve themselves, not a desire to bother or inconvenience me.

- Be accountable for the results of my own actions.
- Accept my mistakes and objectively learn from them.
- Promote a positive image of the Mankato Clinic through my words and actions.
- Actively participate in meetings, committees, leadership roles and projects for the Clinic.
- Proactively identify and collaboratively resolve issues, and be part of the solution not the problem.
- Talk directly with a person I have a concern with. If I can't resolve it on my own, I will seek assistance from the appropriate source. If I choose not to deal with it, I will let it go and not discuss with others.
- Familiarize myself with the Mankato Clinic policies and procedures and follow them.
- Arrive to work on time and be ready for the day.

- Consider employees in all departments and locations at the Mankato Clinic as ONE TEAM.
- Treat co-workers in a respectful, dignified and courteous manner.
- Be flexible and open to change and growth.
- Be a team player and work together to solve problems and develop solutions.
- Be a positive role model, team member and leader.
- Recognize the unique gifts and talents in my co-workers and myself.
- Take initiative to help others when in need.

- Demonstrate the highest level of ethical and professional conduct.
- Communicate openly and honestly.
- Treat others with respect and not criticize colleagues or patients with my body language or words.

- Actively embrace all learning opportunities.
- Always make the patient experience the best possible and exceed expectations.
- Ensure the information I am communicating is accurate.
- Support and encourage innovation and continuous improvement.
- Take pride in myself and in all the work I do for the Mankato Clinic.

