

WHEATON FRANCISCAN MEDICAL GROUP PHYSICIAN COMPACT

The following is a compact of the value-based behaviors for physicians and organizational leaders paramount in making Wheaton Franciscan Medical Group a world-class quality patient care organization:

LEADERSHIP RESPONSIBILITIES

Respect

- Actively listen, communicate, share ideas, and support physicians.
- Create a working environment that is open, trusting, respectful, and fulfilling.
- Support physician wellness.
- Acknowledge physician contributions to patient care and the organization.
- Be transparent in the decision making process.

Integrity

- Manage the organization with integrity and accountability.
- Share information openly regarding business decisions, strategic intent, and organizational priorities.
- Provide opportunities for collaboration in decision making about all issues that affect physician practice.
- Keep physicians informed via timely and honest communication.

Development

- Provide the resources necessary for practice improvement.
- Offer opportunities for constructive dialogue.
- Provide clear expectations, regular evaluation, and feedback.
- Support career development for all physicians and staff.

Excellence

- Create and maintain a patient-centered service culture.
- Provide adequate resources, processes, and environment to achieve quality care and service excellence.
- Recognize and reward practice and service excellence efforts by physicians.

Stewardship

- Provide fair market compensation.
- Recruit and retain excellent physicians and staff who share the vision and values.
- Reward physician efforts leading to service, operational, and quality excellence.
- Support involvement in community activities and service.
- Promote health, safety, and security in the workplace.
- Develop and support health care delivery that optimizes stewardship of resources.

PHYSICIAN'S RESPONSIBILITIES

- Treat every patient, colleague, and associate of Wheaton Franciscan Healthcare with respect, dignity, and compassion.
- Actively support organizational and group goals.
- Actively listen, share ideas, and communicate.
- Encourage patient and family involvement in care and treatment decisions.
- Honor diversity, culture, and privacy.

- Demonstrate the highest level of ethical and professional conduct.
- Engage in open and honest written and verbal communication.
- Reflect on mission, vision, and values when making decisions.
- Proactively identify and collaboratively resolve issues.
- Maintain a high level of personal accountability.

- Champion innovative and continuous improvement.
- Participate in organizational development and strategic planning.
- Show support for the communities we serve.
- Encourage and contribute to organizational leadership.
- Accept and offer respectful feedback that promotes personal development.
- Participate in clinical and professional development opportunities.

- Commit to maintain optimal patient access.
- Encourage a team approach to patient care and satisfaction.
- Participate in clinical, operational, and service excellence initiatives.
- Utilize resources, processes, environments, and when available, evidence-based guidelines to achieve quality care and service excellence.

- Support strategic and financial objectives.
- Be responsible for successful and timely completion of work.
- Maintain health, safety, and security in the workplace.
- Support health care delivery that optimizes stewardship of resources.

