

# Affinity Health System Physician Compact

Affinity Health System will be recognized as the **health care leader** in the communities we serve through **compassionate care, excellent customer service and superior clinical quality**, provided in **partnership** with the finest health care professionals.

## AHS Pledge to Physicians

## Physicians' Pledge to AHS

### HEALTH CARE LEADERSHIP

Lead with integrity and accountability

Share information openly regarding business decisions and plans

Offer opportunities for constructive two-way dialogue

Provide opportunities for collaboration and local decision making

Participate actively in needed organizational changes

Embrace innovation and continuous improvement

Welcome and adopt advances in technology and practice management

Be involved in the organization and the community

### COMPASSIONATE CARE

Respect the integrity of the patient-physician relationship

Support physician wellness

Support compassionate care

Reflect the core AHS values in treating patients and coworkers

Comply with the Ethical and Religious Directives for Catholic Health Care Services

Provide care without discrimination

### EXCELLENT CUSTOMER SERVICE

Create and maintain a customer-centered service culture

Provide processes to achieve service excellence

Involve patients and families in care decisions

Maintain excellent patient satisfaction

Put patients first in all efforts

### SUPERIOR CLINICAL QUALITY

Manage to accurate and useful industry-leading benchmarks

Support the practice of "state of the art" evidence-based medicine

Provide tools to achieve quality care

Practice "state of the art" evidence-based medicine

Demonstrate quality care

### PARTNERSHIP

Treat everyone with respect

Acknowledge physician contributions to patient care and the organization

Provide clear written expectations, regular evaluation and feedback

Treat everyone with respect

Actively support organizational and group goals

Provide and accept feedback

### FINEST HEALTH CARE PROFESSIONALS

Recruit and retain superior physicians and staff

Support career development for all physicians and staff

Provide fair market compensation

Demonstrate the highest levels of ethical and professional conduct

Participate actively in organizational training activities

Maintain clinical superiority

Be good stewards of resources

*Daniel S. Neufeld*

*Kevin St. John*



*Caring for health. Caring for life.*

*Scott Nygaard, MD*