

## **Central Maine Healthcare Responsibilities**

### **Create an Environment of Excellence**

- Recruit and retain excellent providers
- Provide reliable and accurate tools to achieve quality care
- Ensure optimal staffing to support patient and provider needs
- Encourage a healthy work/life balance
- Treat all with respect
- Support and encourage active community involvement

### **Demonstrate Leadership**

- Maintain organizational accountability, integrity, transparency
- Set clear goals with definable metrics
- Provide clear expectations along with timely evaluation and feedback
- Create a cohesive work environment
- Work collaboratively with providers to meet system goals

### **Listen Attentively & Communicate Effectively**

- Provide ongoing communication regarding organizational priorities, business decisions and strategic plans
- Provide a safe environment in which divergent opinions are valued and respected

### **Educate & Recognize**

- Identify and train leaders
- Support learning programs for all healthcare providers
- Provide fair compensation and reward superior performance and patient centered service
- Promote a team concept and reward team achievements

### **Anticipate & Embrace Change**

- Support and communicate change that enhances patient care and provider effectiveness
- Work to anticipate the needs of the community and develop ways to meet them

## **Provider Responsibilities**

### **Provide Superior Care to Patients**

- Provide patient-centered care: safe, accessible, compassionate and confidential
- Practice the highest quality evidence-based medicine to help achieve excellent results, while embracing accurate quality metrics
- Participate in population health management
- Work to continuously improve the patient experience

### **Demonstrate Leadership**

- Participate in and support advanced learning, teaching and research
- Practice a lifestyle that maintains a healthy work/life balance
- Maintain the highest level of professional and ethical conduct
- Engage in CMMG activities, including committee work
- Maintain clinical excellence and practice with efficient use of clinical resources

### **Listen Attentively & Communicate Effectively**

- Value and recognize colleagues for their achievements
- Serve as an ambassador of the medical group and organization at all times
- Communicate in a timely and respectful manner

### **Deliver Care in a Collaborative Manner**

- Encourage patient involvement in healthcare decisions
- Commit to multidisciplinary cooperation
- Hold each other accountable to help achieve organizational goals
- Support colleagues through mentorship
- Respond to the needs of the community with cultural sensitivity

### **Anticipate & Embrace Change**

- Provide and accept constructive feedback
- Work to identify problems and implement solutions
- Embrace new ideas and continuous improvement
- Investigate, learn about and adapt to new technologies