



MAKE A DIFFERENCE

EMPLOYEES SETTING EXPECTATIONS IN CARE AND CARING



MONTAGE
Medical Group

This is what we aspire to achieve.

We engage patients to achieve optimal health at every stage of their life.

This is what we produce.

We produce two products – care and caring. In partnership with the patients we serve, we provide timely access to highly reliable, evidence-based, safe, medically necessary, and affordable care to all who come through our doors. We are recognized in our community for our empathy and compassion. We are a force in the medical community for driving innovative approaches to care delivery.

This is what we stand for.

We believe the primary motivators for healthcare workers are a deep desire to make a difference, to find meaning in our life and work, and to be engaged with honorable and talented people doing important work such that we make a difference in people's lives. We foster the ongoing employment and development of employees who share our guiding philosophy, are engaged in the workplace, and are accountable for their choices and outcomes.

Six principles guide our actions.

1. Our patients come first.
2. Our patient's experience always matters.
3. Our physicians, employees and strategic partners are our most valuable resources.
4. Our care is highly reliable.
5. We are good stewards of organizational and patient resources.
6. We are accountable for our outcomes, words, and actions.

Patients' needs are always at the forefront of our daily activities, our interactions, in designing our processes of care and physical environments, and in our planning. We respect and honor the dignity of every patient we care for.

We commit to:

- Providing a welcoming, safe and warm environment,
- Honoring the patient's time by remaining timely,
- Communicating in plain language the patient can understand,
- Engaging in shared decision-making,
- Doing our best to provide timely access to our providers in times of urgent need,
- Helping the patient find their way through the "maze" of healthcare,
- Respecting and protecting the confidential health information our patients entrust to us, and
- Adding value for the patient in the designs of our work processes.

PATIENT EXPERIENCE

Our patients come to us at some of the most difficult times of their lives – at a time of anxiety and confusion over a new symptom or diagnosis; at a time of despair over loss of function or a life-limiting diagnosis; at a time of overwhelming physical or emotional pain; at a time of concern for a loved one – we are the place to which they come for comfort and understanding.

We commit to:

- Empathizing with the patient's personal suffering and grief,
- Acknowledging the patient as they arrive, even if we are helping others, and letting them know they will be helped shortly,
- Assessing and meeting our patients' and their loved ones' comforts and needs,
- Letting patients know we are here to help,
- Truly listening and demonstrating we are interested in what the patient is saying,
- Repeating information provided by the patient to demonstrate we heard them,
- Being respectful at all times and watching our manners,
- Accommodating patients to the best of our ability,
- Providing a safe and comfortable environment and respecting patients' modesty,
- Explaining what we are doing when we are performing procedures,
- Being mindful of keeping patients up-to-date when there are delays in visit time,
- Not letting a patient's anger become our anger, but rather remaining calm and confident,
- Putting ourselves in the patients' shoes and understanding their point of view, and
- Treating patients the way we would want our family and friends treated.

MOST VALUABLE RESOURCE

We – the staff – are the most valuable resource of the organization. We seek to work with honorable, talented and accountable individuals in a team-based approach to care and caring. We seek to work together to create a positive and supportive work environment of mutual dignity and respect. We work toward common agreed-upon goals focused on the patient, strengthened by the unique skills and expertise brought to the table by each discipline involved. We are professional ladies and gentlemen providing care and caring to ladies and gentlemen.

We commit to:

- Seeking to help one another so that we are successful together,
- Being open and willing to provide and receive constructive feedback,
- Recognizing and honoring everyone’s skills, competencies, and strengths,
- Being approachable with a positive attitude,
- Owning mistakes and taking responsibility for them,
- Being on time to work and meetings so that others’ valuable time is not wasted,
- Being an active participant by listening, sharing our viewpoint, and asking questions when appropriate,
- Demonstrating a positive attitude focused on not only identifying problems, but resolving them,
- Remaining competent and highly reliable in our position, paying attention to detail when caring for or handling patient information,
- Maintaining a clean, orderly work environment,
- Communicating with colleagues in a clear, concise, and effective manner, and
- Designing our processes to ensure staff members are set up for success, minimizing wasteful work, advancing opportunities for learning new skills and expertise, and practicing at top of licensure.



We always strive to do the right thing, at the right time, to the right patient, every time to achieve the best outcomes for our patients. We strive to continuously measure, assess and improve our processes of care. Our process and outcome measures are driven by evidence-based standards of care, and by limiting unintended variation we are able to engage the entire healthcare team and technology to support the top-of-practice performance of each provider.

We commit to:

- Abiding by evidence-based practices we have established as practice standards, unless an acceptable contraindication or patient preference applies,
- Working in teams to establish and clarify top-of-practice roles and responsibilities,
- Documenting these practices in standard work procedures,
- Educating staff in the standard work, and
- Monitoring and sharing performance data in the spirit of continuous improvement.

RESOURCE STEWARDSHIP

Financial decisions by our staff can have a major effect on healthcare costs for our patients, the community we serve, and the financial stability of our practice. Financial stewardship starts with performing the right services, for the right patients, at the right time and in the right amount to achieve the desired clinical and financial outcome for our patients. Being aware and mindful of the financial impact of our choices may save the patient the stress of expensive medical bills and ensure the success of the practice going forward. Being good stewards of our resources may also extend to our impact on the environment in which we live.

We commit to:

- Avoiding the use of materials in excess of what is absolutely necessary,
- Conserving electricity and water by minding their use,
- Maintaining current insurance information and following insurance company policies for all patients to avoid unexpected out-of-pocket costs for the patient,
- Managing supply inventories to reduce waste and out-dating,
- Always exercising appropriate recycling and waste disposal techniques,
- Avoiding the excessive use, or misuse, of not-indicated consultation, diagnostic testing, medications, therapies, and other clinical interventions, and
- Preventing unnecessary urgent care, ER and hospital admissions or readmissions.

ACCOUNTABILITY

We will hold ourselves to the highest standards with the expectations articulated in care and caring. We pride ourselves in achieving outcomes for our patients and community at the pinnacle of performance compared to our peers in other practices.

We commit to:

- Bringing a strong work ethic to the practice,
- Coming to work ready to excel and leaving personal issues at the door,
- Constantly monitoring, assessing and improving what we do each day, individually and as a practice,
- Taking responsibility for our mistakes, learning from them, and moving on,
- Being open to and bringing new ideas to the table in order to meet the changing healthcare needs of our community,
- Being the best representatives of Montage Medical Group we can be,
- Doing the right thing in all aspects pertaining to our jobs, and
- Setting the community high mark for measurably superior and affordable care and caring.







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