

# MANKATO CLINIC EMPLOYEE COMPACT

*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...

## As an Employee of the Mankato Clinic, I 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.

- Keep patients at the heart of my work.
- Collaborate with patients, families, providers 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.

### 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.

- 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 it 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.

### 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.

- 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.

### 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.

- 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.

### 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.

- 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 work I do for the Mankato Clinic.