



OUR MUTUAL COMMITMENT COMPACT

Our vision is to be the most sought-after health care provider creating measurable, world class quality outcomes at the lowest cost. Achieving this vision depends on trusting, collaborative partnerships.

The foundation of this partnership is a set of clearly defined expectations that are mutually beneficial. Every element of our organization is responsible to hold themselves and each other accountable to the expectations in this compact. This document serves as a framework of needed behaviors and is intended to be adaptable and to evolve over time. Our dedication to continued dialogue is key to making this compact a valuable and useful set of agreements that support our ability to achieve our vision.

PROVIDER GIVES

Patient-centered Care

I will provide exceptional service for our patients by anticipating and exceeding their unique needs, especially in an evolving competitive market.

World Class Quality

I will provide measurable, world class clinical and service quality (>95th percentile performance) that is visible to patients, employers and our communities.

Collaboration and Communication

I will work toward a common vision by collaborating and communicating effectively with patients, team members, specialists and all parts of our health system.

Leadership

I will demonstrate leadership through active involvement at the site, call group, and organizational level.

Create a Positive Work Environment

I will model and create a work environment that is open, trusting, respectful and fulfilling.

Flexibility

I will seek new solutions and adopt new practices in order to improve my performance.

Recognition and Reward

I will recognize and celebrate the accomplishments of the organization and my team members.

Fiscally Responsible

I will manage resources that ensure the best value for my patients and for the organization and its customers.

THE ORGANIZATION GIVES

Commitment to Primary Care and Specialty Relationships

While valuing all members of the group, we will build XYZ's special value proposition on the primary care provider-patient relationship model.

World Class Resources

We will invest in the resources and skills necessary to enable providers to have satisfying careers and achieve our vision.

Collaboration and Communication

We will actively involve our providers in shaping strategic, clinical and operational decisions.

Leadership

We will demonstrate leadership by setting a vision that reflects our commitment to lead the market through excellence and innovation

Create a Positive Work Environment

We will model and create a work environment that is open, trusting, respectful and fulfilling.

Flexibility

We will continuously seek ways to improve how we lead and manage our organization.

Recognition and Reward

We will provide compensation and benefits that reflect XYZ's accomplishments and enable us to attract and retain the best providers. We will demonstrate appreciation and celebrate provider and team contributions.

Fiscally Responsible

We will deliver the best value – exceptional quality at the lowest cost for our customers while exceeding financial targets.

Paul J. Witherspoon

Paul J. Witherspoon
CEO
Northpoint Health

Pam Blankenship

Pamela T. Blankenship, MD
Internal Medicine