

The background features a dark grey gradient with several overlapping, semi-transparent light grey circles of varying sizes. A prominent dark grey circle is centered in the lower half of the frame, serving as a backdrop for the text.

# Cabrini Medical Compact

Mutual respect and optimal outcomes through  
our commitment to safety, quality and care.



Dr Michael Walsh  
Chief Executive, Cabrini Health

*“Cabrini Health has long held a mutually beneficial relationship with our doctors. Our common goal is to ensure an excellent patient experience, underpinned by quality and safety practices. To support doctors fulfil their professional duty and aspirations, it is imperative that Cabrini’s core values – compassion, integrity, courage and respect – are at the forefront of everything we do.*

*The introduction of Cabrini’s Medical Compact is the result of feedback from Cabrini doctors themselves. Led by the senior medical staff, the compact captures the expectations and goals between the doctors and the Cabrini Health Ltd Governing Board and Cabrini Health management. Its importance resides in the process of its development, reflecting engagement and mutual respect.”*



Sr Sharon Casey MSC

*“This medical compact will facilitate the ongoing delivery of Catholic-Cabrinian healthcare to our patients.”*

## The Doctor’s responsibility

### **Embedding patient centred care in everything we do**

- Be mindful of patients’ emotional needs, physical comfort, beliefs, values and spiritual needs
- Promote shared decision-making, coordinated care and the flow of information
- Provide excellent customer service that will grow the Cabrini brand through delivery of mission

### **Collaboration and collegiality**

- Promote a collegiate culture by participating and leading teams to deliver high quality, safe, value adding and sustainable healthcare
- Build strong relationships with our colleagues in primary care
- Be respectful of all people and embrace diversity
- Practise according to professional and ethical standards

### **Champion effective and timely communication**

- Document and convey clinical information to patients and colleagues accurately, promptly and using the most effective means
- Protect and defend patient privacy including the appropriate use of electronic information

### **Credibility and respect**

- Uphold Cabrini values: Compassion, Integrity, Courage, and Respect
- Take ownership and responsibility for our clinical practice through active participation and utilisation of the craft group structure
- Report adverse events according to open disclosure principles
- Adhere to Cabrini Code of Conduct, By-Laws, policies and procedures

### **Leadership and innovation**

- Set the example for all other staff
- Value research and innovation
- Adopt evidence-based practice
- Participate in teaching and mentoring where appropriate
- Embrace change and engage constructively to improve our health system
- Strive for success

# Cabrini's responsibilities

## Cultivating a culture of excellence

- To provide a safe environment for all stakeholders
- Attract and retain outstanding people
- Provide the appropriate staff, infrastructure, equipment and operating systems to facilitate quality healthcare
- Build the business and secure financial prosperity by means of marketing Cabrini Health services and managing reputation
- Develop, promote and support a continuous quality improvement culture
- Publish and promote regular data to clinicians on patient experiences, quality and financial outcomes
- Embrace opportunities for research and professional development and encourage innovation
- Uphold Cabrini values: Compassion, Integrity, Courage, Respect

## Transparent consultation with the profession

- Consult with doctors in the development, implementation and evaluation of local and organisational strategies, business decisions and Cabrini priorities
- Provide a range of channels for doctors to provide open, constructive feedback
- Close the feedback loop by listening and responding to the doctors concerns

## Empower leaders

- Set clear goals and provide support for their implementation and evaluation
- Facilitate teamwork
- Motivate others to achieve greatness
- Demonstrate credibility through accountability
- Show respect, fairness and consistency in decision-making

## Recognise achievements

- Reward positive behaviours that reflect the Cabrini Health values
- Acknowledge, celebrate and share successes



**Mr Nicholas Houseman**  
Plastic Surgeon, Cabrini Health

*"I see Cabrini as my hospital where I am confident my patients will receive the best care. Having a board that supports the doctors through a hospital administration that listens and responds to my concerns is what differentiates Cabrini from other healthcare providers"*



**Dr Antonio Grossi**  
Chair,  
Senior Medical Staff,  
Cabrini Health



**Dr Melita Kenealy**  
Deputy Chair,  
Senior Medical Staff,  
Cabrini Health

*"Cabrini's medical compact allows all doctors, including our primary care colleagues, to practice in an environment of trust, collaboration and teamwork. Building a strong organisational culture requires a shared commitment to common goals. The pursuit of clinical excellence and customer service will be facilitated by actively maintaining and improving the relationship between the doctors and the Board and management."*

