

# Cabrini Medical Compact

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

## 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