EMPLOYEE COMPACT

GU undersen Health System’s Responsibilities

Achieve Excellence

• Recruit and retain outstanding physicians and staff
• Support career development and enhance professional satisfaction
• Acknowledge and reward superior performance that enhances patient care and improves Gundersen Health System
• Create opportunities to participate in quality improvement, research, and improvements in community health

Communication

• Communicate information regarding organizational priorities, business decisions, and strategic plans
• Provide opportunities for constructive dialogue, clarity of goals, and regular evaluation

Educate

• Support and facilitate teaching and learning opportunities
• Provide the tools necessary to continually improve medical practice

Reward

• Provide competitive compensation consistent with market values and organizational goals of quality, service, and efficiency
• Maintain clear organizational responsibility and integrity to those it serves

Change

• Manage the inevitable rapid changes in healthcare so that staff have an opportunity for participation, for clarity of goals, and continuous modification of the process as well as the outcomes

Employee’s Responsibilities

Focus on Superior Care for Our Patients and Families

• Provide excellent service for our patients, families and co-workers
• Ensure that our patients and families come first
• Deliver quality and compassionate care while ensuring patient safety

Communicate Effectively

• Communicate with others in a clear, respectful, and timely manner
• Listen attentively to fully understand
• Ask effective questions to clarify the situation/plan/goal
• Give and receive feedback courageously and respectfully

Take Ownership

• Demonstrate the competencies required to perform job responsibilities
• Innovate to improve the efficiency of our work
• Anticipate needs and initiate action
• Actively support and participate in department/group decisions
• Demonstrate the highest levels of integrity, confidentiality, and professionalism in the workplace
• Understand and support our mission and strategic direction
• Act as an ambassador of our organization at all times

Think Team

• Support each other within and across departments
• Collaborate and share information with co-workers to help them succeed and provide the best possible service and care

Gundersen Lutheran Medical Center, Inc. | Gundersen Clinic, Ltd.