Building a Sustainable Occupational Medicine Practice

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Mission
As a recognized leader, the mission of Lakeview Health is to deliver and coordinate superior quality healthcare that meets the diverse needs of individuals, families and communities in the St. Croix Valley and the surrounding area.

Vision
Lakeview Health will be the preferred regional provider of healthcare, providing leadership in primary and specialty services and supporting community wellness.

Values
Governing the way we behave, communicate and interact with others

Patient-centered
We are guided always by the needs of the patient for trust, ease and comfort. We work to create a partnership that is effective and personal. We guide patients in shared decision-making including education to help evaluate options against their own needs.

Compassion
We see the faces of our own loved ones in each patient and we are moved to alleviate suffering, anxiety and discomfort.

Collaboration
We recognize that effective healthcare is a team effort requiring timely communication and coordination involving the patient, ourselves and others. We follow evidence-based medical guidelines to coordinate the care of our patients.

Accountability
We take responsibility for our own actions; we “step up” and “own up.”

Pursuit of Excellence
Our passion as a collaborative health system is to continually improve our quality of care. We embrace opportunities to:
• statistically improve care outcomes (clinical quality and safety)
• cause patients to recommend us to family and friends (patient satisfaction);
• provide easy and affordable access to care (operational efficiency)

Integrity
We speak and act ethically and honestly. We treat each patient and every co-worker with trust and respect; we follow through on what we say we’ll do because our patients and co-workers depend on it.
Traditional Physician Compact

Give

- Develop knowledge and skill
- Treat patients
- Provide quality care

Get

- Autonomy
- Protection
- Entitlement
“The Declaration of Interdependence”
Provider Compact

Provider Gives:
Provide patient centered care and service
Be flexible, willing to change and open to innovation
Be on the team, not above or outside
Stay informed and actively involved
Recognize and support provider leadership
Be accountable for personal and group results

SMG Gives:
Provider directed group practice
Engagement in decision making and fair process
Organizational support to practice best medicine
Fair compensation based on market and group performance
Excellent communication
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July 2009
Lakeview Health Standards of Behavior
Written by employees of Lakeview Health

Patient Centered
I will...
- ask "What is in the best interest of the patient/family?"
- create a lasting impression with a helpful and caring attitude.
- look beyond my assigned task to help make the patient experience the best.
- greet patients, families and employees in a way that is warm & welcoming.
- remind myself that patient concerns come from a need they couldn’t solve themselves, not a desire to bother or inconvenience me.
- always be motivated by the needs of the patient for trust, ease and comfort; work to create partnership and support patient in shared decision-making.

Integrity
I will...
- “do the right thing” even when no one is looking.
- act consistent with my words and “walk the talk”.
- treat each person’s time as important and conduct myself in a professional manner at all times.
- not participate when I hear gossip.
- apologize when something has gone wrong.
- talk directly with the person with whom I am having a problem. If I can’t resolve it on my own, I will get help from an appropriate source. If I choose to not deal with it, I will let it go and not discuss it with others.

Compassion
I will...
- provide extra comfort and reassurance to exceed my customers’ expectations.
- treat everyone with dignity and respect, understanding I do not have to like someone to treat them respectfully.
- recognize and respect the diverse needs and beliefs of each patient.
- show compassion and understanding and treat each patient as you would a loved one.

Collaboration
I will...
- be ready to help even before I am asked.
- recognize our dependence on each other to exceed our patients’ expectations.
- share appropriate information freely as a tool to enhance the service provided.
- communicate clearly and positively with co-workers.
- look for opportunities to recognize good work as well as teamwork.
- act as a resource to solve problems.
- work as part of a team not as individuals or departments, understanding I can’t always have it my way
- be supportive of others, setting aside personal differences when working together.
- handle frustration, anger and conflict in such a way that I will not harm, disrupt or intimidate others.

Accountability
I will...
- choose to have a positive attitude.
- commit to remaining calm and cool even under pressure.
- take responsibility to get the information I need.
- be an active listener, seeking to understand other peoples’ ideas and concerns with an open mind.
- take steps to deal with stress if it is affecting my work.
- think before I speak.
- own my own mistakes rather than blame someone or something else.
- commit to having good boundaries about my personal conversations at work so that I consistently model professional behavior.
- take responsibility to ensure privacy and confidentiality.
- take responsibility to follow regulations, Code of Conduct and policies.

Pursuit of Excellence
I will...
- be consistent in the work I do, always working to the best of my ability.
- take advantage of opportunities to learn new skills.
- speak up with solutions, concerns, and new ideas and be open to solutions, new ideas or concerns.
- know my department policies, goals and initiatives.
- continually improve what I do, professionally and personally.