# THE OTTAWA HOSPITAL / PHYSICIAN ENGAGEMENT AGREEMENT

## The Ottawa Hospital

### Values of The Ottawa Hospital

- Foster a culture of excellence in quality of care within an academic environment.
- Strive to develop a culture infused with, and informed by, our organization’s four values.
- Support this commitment to quality by choosing measures that are relevant, context sensitive, meaningful and objective.
- Cultivate a culture of trust. To that end, evaluations of processes, systems and people must be timely, candid and constructive.

### Physicians’ Commitment to The Hospital

- Champion the development and adoption of organizational processes, practices and policies that drive excellence in quality of care within an academic environment.
- Provide quality patient care. Measure progress.
- Actively work with the hospital. Acknowledge your key role in improving individual and hospital care processes to boost quality and safety.

## Commitment to Quality

### Compassion

- Create an environment that contributes to physical and emotional health.
- Provide care in a manner consistent with patient- and family-centred principles.
- Promote physician and staff health and well-being.

### Physicians’ Commitment to The Hospital

- Recognize patients as the primary focus of our collective efforts and advocate on their behalf.
- Protect patient privacy and dignity.
- Communicate with patients and families in a clear, timely, supportive, engaged and empathetic manner.

## Working Together

### Physicians’ Commitment to The Hospital

- Engage with others, actively listen to them, communicate respectfully, and consider their ideas.
- Participate in decision-making. Practice in accordance with group decisions.
- Use resources in an appropriate way and be accountable for utilization.
- Work within and respect organizational processes and clinical systems.
- Treat co-workers as you would like to be treated.

## Respect for the Individual

### Physicians’ Commitment to The Hospital

- Treat everyone at The Ottawa Hospital with fairness, equity and respect.
- Value and respect diversity.

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**Dr. Jack Kitts, TOH President & CEO**

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**Physician Name**

**Physician Signature**

**Dept/Division Head Signature**

**Date**