



THE OTTAWA HOSPITAL / PHYSICIAN ENGAGEMENT AGREEMENT

The Hospital's Commitment to Physicians

Values of The Ottawa Hospital

Physicians' Commitment to The Hospital

Commitment to Quality

- 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.

- 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.

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.

- 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

- Make decisions and allocate resources in a consultative manner: listen to stakeholders, be transparent and assume accountability for those decisions.
- Share information and communicate directly and proactively in an honest, consistent and meaningful way.
- Ensure that organizational processes and clinical systems are effective; that they recognize and respect the relationship of physicians with the hospital and patients, and align with the hospital's core values.
- Recognize and celebrate the accomplishments of physicians and staff.
- Demonstrate clear, effective and transparent leadership.

- 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

- 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

Physician Name

Physician Signature

Dept/Division Head Signature

Date