

MEDICAL CLINIC TEAM AGREEMENT

Our Mission: We work in a positive environment to provide efficient quality care to our patients.

In fulfilling our mission, members of the xxx value:

- Equality
- Professionalism
- Honesty
- Trust
- Acceptance
- Forgiveness
- Respect
- Contribution
- Sense of Responsibility
- Follow Through
- Initiative
- Genuine Appreciation

We behave in a manner that displays these values as we work with and alongside each other, as we do our jobs, and as we serve our patients.

In working with and alongside each other...

- We agree to respectfully hold each other accountable to our team agreement.
- We value everyone's opinion and ideas by listening, acknowledging and providing ample time for open discussion and decisions.
- We give ourselves permission to be honest with each other about issues that affect us.
- We will create a safe environment where we feel comfortable in asking for help, identifying mistakes, and being open and honest when raising issues.
- We are nonjudgmental in dealing with mistakes; we give and take constructive feedback and ask "what can we do better?" so we can all learn and grow.
- We acknowledge and actively listen to feedback. We use professional judgment and discretion in deciding what actions, if any, are necessary.
- We are respectful of and sensitive to each other's needs.
- We are genuine and specific when expressing appreciation.
- We take responsibility to seek clarity and understanding of decisions and actions.
- When making requests and identifying issues, we are mindful of the surroundings, our tone and timing, and we act accordingly.
- We carefully document and validate action items and decisions prior to the end of meetings so we are all of the same understanding.
- We hold debrief sessions at the beginning and/or end of meetings during which outstanding issues are raised and discussed.