Hospital – Physician Relationship Framework

This framework identifies commitments based on the *iCcare* values that the Hospital and Physicians may expect of the other. The framework seeks to provide guidance on the behaviours that represent the *iCcare* values. In addition to its function as a guide, the framework is intended to be a tool to open conversations where Physicians or Hospital Staff believe the *iCcare* values are not being or have not been modelled.

Vision	Trusted Partner. Outstanding Care
Mission	Exceptional people working together to provide outstanding care in Algoma
Values	Integrity | Compassion | Collaboration & Partnership | Accountability | Respect | Excellence

Integrity: ***Treating others the way you want to be treated with honesty and sincerity according to ethical and moral principles.*** ***What it means: Holding oneself to moral and ethical standards and expecting co-workers to do the same. To do what is right, rather than what is easy.***	**Compassion:** ***Delivering care with empathy, respect and dignity; recognizing and responding holistically to personal need and suffering.*** ***What it means: Meeting individuals where they are in their position in life, both from a disease and philosophical standpoint. Compassion starts with good basic care and can be equated with providing both dignity and respect to the patient and members of the care team.***
• Do what we say we will do • Ensure communication is open and honest • Close the loop, communicating actions/decisions • Ensure consistency of message content • Provide and accept challenge in good faith • Consider impact of decisions on others	• Do not judge • Commit to the patient, providing them with the tools to make informed decisions • Demonstrate kindness • Promote physician health and wellbeing • Recognize and act upon compassion fatigue

Collaboration & Partnership: ***Collaboration is the inclusive engagement of diverse partners to solve issues; it is an intermittent process. Partnership is a relationship committed to achieving a common goal; it is a continuing process.***

What it means: Working with other individuals and/or organizations to benefit from broader perspectives/expertise and sharing responsibilities for providing optimal patient care.

- Recognize and respect the role of each collaborative team member, including the patient
- Support and promote ongoing education and improvement
- Explore opportunities for inter-professional development
- Implement a "just culture"
- Celebrate together when things go well
- Demonstrate active listening and feedback

Accountability: ***The obligation of an individual or organization to answer for its activities and actions to patients/families, regulatory bodies and to the health care system as a whole.***

What it means: A collective organizational effort to deliver care that meets or exceeds the highest standards. Accepting responsibility for actions and the outcome of those actions and learning from our experiences and errors.

- Take ownership for solving problems
- Avoid assigning blame
- Encourage transparency in reporting
- Routinely evaluate quality outcomes
- Be clear on individual/joint responsibilities for operational delivery
- Be aware of responsibility for stewardship in decision making

Respect: ***Behaving in a way that values other people's perspectives and opinions. Approaching all interactions as though the relationship is more important than the situation at the time.***

What it means: Valuing every individual at SAH. Understanding, accepting and acknowledging other parties' perspectives.

- Treat each other with fairness and equity, and value our diversity
- Engage each other in discussions to plan change
- Ask positive, appreciative and inquiring-type questions
- Don't predefine outcomes of an interaction
- Acknowledge political and resource constraints within which we must function
- Acknowledge people's capacity to take on more burden/work is finite and limited

Excellence: ***Passionate and persistent commitment to the pursuit of the highest quality and standards.***

What it means: Working to highest known standards, comparing against peers and benchmarks for excellent care and striving to improve continuously.

- Model positivity; pursuing high expectations
- Set ambitious goals that we strive to achieve
- Support effective and efficient care delivery within available resources
- Create opportunities for people to learn and better themselves
- Create opportunity to participate in and support research
- Ensure the best evidence is available to guide practice