Organization’s responsibilities

Educate
- Engage and prepare all Tidelands Health employee partners to support the educational program
- Assure all know and understand how to provide feedback that is supportive, constructive and given with respect
- Foster a supportive, responsible, fair and professional atmosphere conducive to learning

Develop excellence
- Change care with evidence-based models, clinical decision support and other tools to improve care and reduce cost of care
- Build skills that will allow effective inter-professional care
- Incorporate into the training program an understanding of the financing of health care and strategies to reduce the cost of care for patients
- Incorporate into the training program an understanding of improving medical literacy for better patient decision-making
- Build high-quality educational program that attract excellent residents
- Incorporate into the training program an understanding of new models of care such as population health, value-based purchasing and the impact of these on care delivery

Develop leadership
- Support education on physician leadership
- Develop leadership opportunities for residents
- Provide residents with education on quality improvement, systems thinking and safety improvement that will give them the skills to lead quality improvement efforts
- Develop resident leadership skills to successfully lead and manage change, communicate effectively and understand different leadership styles.

Listen and communicate
- Provide opportunities for effective two-way communication
- Focus some of the educational process on developing skills in effective communication with patients, team members and others to improve quality and safety

Healthy residents
- Develop programs to foster resident mental and physical health, and reduce stress
- Support a healthy work-life balance for residents

Resident responsibilities

Patient care
- Put the needs of the patient first
- Encourage patient involvement in decision-making
- Educate patients about disease, management of chronic illnesses and prevention of illnesses
- Be effective and timely at end-of-life counseling for patients
- Understand what drives patient satisfaction
- Understand how costs of care impact patients and their decisions about treatment

Working in the health care team
- Treat all members of the team with respect and civility
- Resolve conflicts professionally
- Learn how to work effectively as part of a care team
- Complete documentation on time

Leadership
- Develop leadership skills that will enhance your effectiveness as a physician and allow you to serve your community
- Understand how to lead quality improvement processes

Communications and listening
- Develop and practice effective communication skills with patients and members of the care team, colleagues
- Listen to patients and team members
- Be open to feedback on performance - no matter who it comes from

Take ownership and be accountable
- For your mistakes
- For your health
- For your commitment to lifelong learning and process improvement
- For developing a healthy work-life balance

Change and grow
- Commit to understanding quality improvement processes and care changes with new evidence
- Commit to reflecting on your actions and decisions and striving for improvement