



# Expectations

## *for an Excellent Partner at The Everett Clinic*

We welcome you to The Everett Clinic and would like to tell you a bit about what we stand for. We know you are an excellent doctor and have performed at a high level in your training and prior work. As physician partners, we also come from a similar background of excellence and are very proud of our reputation as one of the finest medical groups in the country.

We recently decided to describe what qualities we identify in an excellent partner. This document is designed to help you understand early on what we expect from our partners and, of course, ourselves.

Patients perceive us as a group, not just as solo physicians. As a member of a multi-specialty practice, your success depends on our success overall. Here are the six key areas we physicians have defined for our partners and ourselves:

### **Caring About Patients**

- Patients judge quality by our personal manner and accessibility. Measured patient satisfaction on our AMGA surveys should be at specialty average or above. Patients want prompt access and brief in-office waits.

### **Strong Professional Competence**

- We expect professionally excellent partners who understand process improvement. We monitor required CME, satisfactory patient chart reviews, adherence to patient care guidelines, meeting of HEDIS/other criteria and peer surveys. Hospital quality information such as re-admission rates and surgical complication rates should be satisfactory. Board re-certification is expected per specialty. We expect high ratings on disease management indices. We welcome indices of quality from your department that we can represent to employers and media.

### **Profitability**

- Visit numbers, RVU's and hours available for appointments are held to department standards. The department runs efficiently. The partner understands Medicare's complex coding requirements for the most common codes and has an appropriate coding profile. Departmental plans for income and expense control are met.

### **Lower Cost and Better Outcomes**

- Providing value is the cornerstone of our good paying contracts. Your percentage of generic prescribing should be high. Clinically appropriate referrals, careful use of ancillary services and operational efficiency in each department are expected. Revisit frequency is appropriate. Hospital stays are short. Insurance company data shows appropriate utilization.

### **Happy and Enjoyable Atmosphere**

- Partners are responsible for creating a pleasant work environment, with mutual support and praise. Staff and colleagues feel respected and ratings of physician-staff and peer interactions will be good. Cooperation and flexibility in cross-coverage and advance notice of non-emergent schedule changes is expected.

### **Participation**

- Physician participation and leadership in section meetings, departmental meetings and projects is required. Physicians are expected to give 20% of their time, 2-4 hours per month, to making us better.

#### **Our Guiding Principles**

- We do what is right for each patient.
- We provide an enriching and supportive workplace.
- Our team focuses on value: service, quality and cost.