



St. Luke's Provider Compact

This Compact applies to all St. Luke's Clinic and all St. Luke's Network providers.

St. Luke's Responsibilities

People

- Recruit and retain excellent physicians and staff based upon transparent assessment of need
- Provide fair compensation with internal and market consistency through the St. Luke's Clinic or payment models through the SLN for non-financially integrated providers

Service

- Manage and lead with integrity and accountability
- Participate in supporting medical education
- Provide information technology and tools, and other resources needed to communicate accurately and in a timely fashion. Include St. Luke's providers in selecting information technology platforms, tools and other equipment
- Reward contributions to patient care and St. Luke's
- Respond timely to resource requests from System CLC, Regional PLCs, and Regional MECs

Quality

- Gather, analyze and share quality and performance information in cooperation with providers
- Provide appropriate education and training to improve quality and performance
- Establish meaningful quality goals in close collaboration with providers

Relationships

- Share information and solicit provider input regarding strategy, organizational priorities, and business decisions
- Support an organizational structure that actively engages providers in decision-making

Stewardship

- Manage human and financial resources to improve the health of people in our region

Provider Responsibilities

People

- Respect others and abide by the St. Luke's Code of Conduct
- Put patient needs at the center of decision-making
- Support group and St. Luke's goals

Service

- St Luke's Clinic providers will treat patients regardless of ability to pay and assist all patients in receiving services in all St. Luke's sites
- St Luke's Clinic providers will participate in and support medical education
- St Luke's Network providers will have and follow meaningful charity care policy

Quality

- Practice high quality medicine that is consistent with evidence-based guidelines or best practices as determined by SLHS System CLC, Regional PLCs, and Regional MECs. Scope of service and resources may vary between sites
- Collect and share quality data and accept feedback to improve patient care
- St. Luke's Clinic providers will use St. Luke's IT systems (including Meaningful Use of EMR) to provide integrated and seamless care
- Record and communicate clinical information in an accurate, clear, and timely manner

Relationships

- Actively participate in clinical and administrative responsibilities
- Participate in initiatives to improve the health of the people in our region

Stewardship

- Provide and accept feedback regarding the economic implications of resource utilization and performance-based compensation
- Use resources in a way that adds value for the patient