



# Avera Medical Group Commitment to Excellence

*The purpose of Avera Medical Group is to improve the health of our community through a caring partnership with patients, physicians and employees.*

Our goal is to offer health care expertise that sets community standards and exceeds expectations in a caring, convenient, affordable and accessible manner. Avera Medical Group supports the mission of Avera to make a positive impact in the lives and health of people and communities by providing quality services guided by Christian values.

## Relationship with patients

- Treat patients with respect and dignity.
- Work together with patients as a team, where patient and provider take responsibility for their roles in good health.
- Strive to make each patient feel as though he or she is your only patient by learning about him or her personally.
- Engage, listen and clearly explain issues to patients.
- Earn patients' loyalty through your behavior, such as returning phone calls promptly or thanking them for waiting.

## Relationship with staff

- Treat staff with respect and dignity.
- Lead and nurture each other.
- Educate each other whenever the opportunity arises.
- Listen carefully with an open mind.

## Relationship with colleagues

- Treat colleagues with respect and dignity.
- Communicate effectively with each other to enhance our quality of care.
- Lift up Avera Medical Group primary and specialty care physicians by enhancing relationships.
- Seek ways to provide constructive feedback to help colleagues improve.

## Relationship with self/family

- Treat yourself and family with respect, dignity and love.
- Value your personal, spiritual, physical and mental health and know your needs.
- Embrace your changing world and maintain compassion.
- Laugh with others.

**Avera**   
**Medical Group**