



Regional Academic Affairs

TITLE: Professional Conduct	POLICY NUMBER: S-02
DEPARTMENT: Graduate Medical Education	Effective Date: 07/01
	Revised: 12/20
	Reviewed: 12/22
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POLICY:

Residents and fellows must conduct themselves in a professional manner at all times while carrying out their professional responsibilities, adhering to the highest ethical principles, and being sensitive to a diverse patient population. This policy is not all inclusive and is meant to be a guideline. Residents should always consult their Program Director if there are any questions.

PURPOSE:

This policy provides guidance on the level of professional behavior that is expected of all residents in the Mercy System.

PROCEDURE:

1. All hospital personnel, patients and their visitors will be treated and addressed with courtesy, in a friendly manner and with respect, using appropriate eye contact and level of voice. Will create a customer friendly environment by smiling and speaking to everyone in the hallways. If someone appears lost or in need of assistance, will provide help immediately, including escorting them to their destination, walking side by side and holding doors open where possible. Will convey to patients they are important and not an interruption of work.
2. Actions or remarks which are or which may be interpreted as being discriminatory on the basis of race, color, national origin, sex, age, handicap condition or religion are absolutely forbidden. Harassment of any type will be dealt with appropriately, situations requiring further action should be reported to your Program Director/Education Director.
3. Resident activities related to academic discussions, and teaching rounds should be integrated to maximize patient care while maintaining confidentiality required under HIPAA regulations. Arrangements should be made to assure that teaching activities are integrated with nursing operations on the floors. In particular, the discussion of professional or patient care issues on the elevators and in other public places shall be avoided at all times. Will avoid discussing staffing or internal issues with patients or visitors.
4. Will follow hospital policy for release of information. Will verify patient permission to release information and only disclose the minimum amount of information necessary.
5. Attention should also be given to protecting the patient's privacy and confidentiality in semi-private rooms where other patients and visitors may be present. Will give patients the opportunity to decide who should be present in the room when they are being interviewed. Will utilize doors/curtains/blankets as appropriate to ensure privacy and will explain to the patient why this is being done. Will ask permission prior to removing blankets or garments. Will knock prior to entering patients' rooms. For electronic patient privacy and confidentiality, please refer to BSMH Central for system policies.

- i. Demonstrate knowledge of established and evolving biomedical, clinical, epidemiological and social behavioral sciences, as well as the application of this knowledge to patient care.
- b. Patient Care
 - i. Provide patient care that is compassionate, appropriate, and effective for the treatment of health problems and the promotion of health
 - ii. Gather accurate, essential information for all sources, including medical interviews, physical examinations, medical records, and diagnostic/therapeutic plans and treatments.
 - iii. Validate competency in the performance of diagnosis, treatment and procedures appropriate to the medical specialty.
- c. Interpersonal and Communication Skills
 - i. Demonstrate effectiveness in developing appropriate doctor-patient relationships.
 - ii. Demonstrate skills that result in the effective exchange of information and collaboration with patients, their families, and health professionals
- d. Professionalism
 - i. Demonstrate a commitment to carrying out professional responsibilities and an adherence to ethical principles.
 - ii. Demonstrate respect for patients and families and advocate for the primacy of patient's welfare and autonomy.
 - iii. Demonstrate awareness and proper attention to issues of culture, religion, age, gender, sexual orientation, and mental and physical disabilities.
- e. Practice-Based Learning and Improvement
 - i. Demonstrate the ability to investigate and evaluate their care of patients, to appraise and assimilate scientific evidence, and to continuously improve patient care based on constant self-evaluation and life-long learning.
 - ii. Develop skills and habits to be able to meet the goals of:
 - 1. identify strengths, deficiencies, and limits in one's knowledge and expertise;
 - 2. set learning and improvement goals;
 - 3. identify and perform appropriate learning activities;
 - 4. systematically analyze practice using quality improvement methods, and implement changes with the goal of practice improvement;
 - 5. incorporate formative evaluation feedback into daily practice;
 - 6. locate, appraise, and assimilate evidence from scientific studies related to their patients' health problems;
 - 7. use information technology to optimize learning; and,
 - 8. participate in the education of patients, families, students, residents and other health professionals.
 - iii. Treat patients in a manner consistent with the most up-to-date information on diagnostic and therapeutic effectiveness.
 - iv. Perform self-evaluations of clinical practice patterns and practice-based improvement activities using a systematic methodology.
 - v. Understand research methods medical informatics, and the application of technology as applied to medicine.
- f. Systems-Based Practice
 - i. Demonstrate an awareness of and responsiveness to the larger context and system of health care, as well as the ability to call effectively on other resources in the system to provide optimal health care.
 - ii. Understand national and local health care delivery systems and how they impact on patient care and professional practice.

Resource Utilization:

34. Strive to provide quality patient care that is cost effective by cooperating with efforts to appropriately manage the use of valuable patient care resources according to current professional standards including Length of Stay, Operating room time, Ancillary Testing, Supply Costs, pharmaceuticals and devices.
35. Cooperate with guidelines for appropriate hospital admission and discharge to outpatient management when medically appropriate.
36. Provide accurate timely, discharge instructions in collaboration with other caregivers.

Peer and Co-Worker Relationships:

37. At all times act in a professional, respectful manner to enhance a spirit of cooperation and mutual respect and trust among members of the patient care team.
38. Refrain from inappropriate behavior at all times, including but not limited to:
 - a. Impulsive, disruptive, sexually harassing or disrespectful behavior
 - b. Documentation in the medical record that does not directly relate to the patient clinical status or plan of care and is derogatory or inflammatory.
39. When disagreements occur, address these in a constructive, respectful manner away from patients or other non-involved caregivers.

Teacher and Learner Relationships:

40. It is the responsibility of the teacher to impart wisdom, experience, and skill for the benefit of the learner, without expectation of personal service by or reward from the learner.
41. Communication between learner and teacher should foster an atmosphere that will allow, and even encourage, learners to request assistance and constructive feedback.
42. Learners have the responsibility to be honest, conscientious and respectful in their relationships with teachers. Learners have the responsibility to ask for assistance and supervision when it is needed.
43. Amorous relationships (romantic or sexual) between teacher and learner are never appropriate; the power imbalance and ethical considerations exclude the teacher from supervision responsibilities.

Citizenship

44. Review your individual and specialty data for all dimensions of performance and utilize this data to continuously improve care.
45. When contacted regarding concerns about patient care, respond in the spirit of continuous improvement.

Approved by: