

# PROFESSIONALISM

## Goals

- Residents must demonstrate a commitment to carrying out professional responsibilities, adherence to ethical principles, and sensitivity to a diverse patient population. Residents are expected to:
  - Demonstrate respect, compassion, and integrity; a responsiveness to the needs of patients and society that supercedes self-interest; accountability to patients, society, and the profession; and a commitment to excellence and on-going professional development
  - Demonstrate a commitment to ethical principles pertaining to provision or withholding of clinical care, confidentiality of patient information, informed consent, and business practices
  - Demonstrate sensitivity and responsiveness to patients' culture, age, gender, and disabilities

## Objectives

### CA-1

- Demonstrates responsibility and physical and mental attentiveness in a positive and constructive manner
  - Copes with diversions, and minimizes distractions while maintaining vigilance
  - Initiates interactions with patients, colleagues and peers using respectful communication and conscientious behaviors
  - Arrives for clinical and learning responsibilities in a timely and punctual fashion; prepared to perform tasks, explain reasoning and reasoning process
  - Employs electronic/technology and communication devices in a timely fashion to support patient care and teamwork
  - Answers pages in a timely manner
  - Completes all rotations with a rating of satisfactory or better
- Demonstrates willingness to show consideration and appreciation for patients and co-workers
  - Interacts with colleagues and peers in a respectful and conscientious manner
  - Identifies respectful interactions
  - Values patients leadership role in their own care
  - Responds to questions, requests for information, follow-up, and other communication in a timely manner
- Exhibits compassion, empathy and support in patient care and professional interactions
  - Appreciates patient vulnerability
  - Communicates in an open, inclusive manner ensuring appropriate patient care and teamwork

- o Acknowledges diversity while providing equanimity in patient care and therapeutic and work relationships
- o Initiates interactions and manages exchanges with patients, colleagues and peers using respectful communication and conscientious behaviors
- Demonstrates truthful and ethical standards in professional interactions and conduct
  - o Adheres to departmental and university policies and procedures
  - o Exhibits honesty in record keeping and medical records
  - o Presents information, concerns, and suggestions without bias or for personal gain
  - o Reports concerns, errors, or potential problems to attending
  - o Informs patients and appropriate caregivers about care and care options using HIPAA and PARQ
  - o Demonstrates an understanding of the value of continuing education and life-long learning through membership to professional organizations including OMA & ASA

#### CA-2

- Demonstrates responsibility and physical and mental attentiveness in a positive and constructive manner
  - o Initiates interactions and manages exchanges with patients, colleagues and peers using respectful communication and conscientious behaviors
  - o Arrives for clinical and learning responsibilities punctually, and prepared to explain and defend reasoning
  - o Attends to causes of diversions and distractions, while maintaining vigilance
  - o Employs electronic/technology and communication devices in a timely fashion to enhance and support patient care and teamwork
  - o Answers pages in a timely manner
  - o Completes all rotations with a rating of satisfactory or better
- Demonstrates willingness to show consideration and appreciation for patients and co-workers
  - o Promotes patients' leadership role in their own care
  - o Initiates exchanges among colleagues and peers to develop respectful and conscientious teamwork
  - o Promotes and encourages respectful interactions
  - o Responds to questions, requests for information, follow-up, and other communications in a timely manner
  - o Communicates in an open, inclusive manner ensuring appropriate patient care and teamwork
- Exhibits compassion, empathy and support in patient care and professional interactions
  - o Appreciates patient vulnerability and provides reassurance as needed

- o Promotes communication among peers and co-workers to create open, inclusive interactions ensuring appropriate patient care and teamwork
- o Attends to the needs of diverse groups and individual dynamics while providing equanimity in patient care and therapeutic and work relationships
- o Directs and manages exchanges with patients, colleagues and peers using respectful communication and conscientious behaviors
- Demonstrates truthful and ethical standards in professional interactions and conduct
  - o Adheres to departmental and university policy and procedures
  - o Educates patients and appropriate caregivers about care and care options using HIPAA and PARQ
  - o Exhibits honesty in record keeping and medical records
  - o Analyzes and responds appropriately to ethically challenging situations
  - o Presents and receives information, concerns, and suggestions without bias or for personal gain
  - o Demonstrates an understanding of the value of continuing education and life-long learning through membership to professional organizations including OMA & ASA

### CA-3

- Demonstrates responsibility and physical and mental attentiveness in a positive and constructive manner
  - o Negotiates conflict and exchanges with patients, colleagues and peers using respectful communication and conscientious behaviors
  - o Arrives for clinical and learning responsibilities punctually, and prepared to perform, analyze and debate a variety of topics
  - o Answers pages in a timely manner
  - o Completes all rotations with a rating of satisfactory or better
- Demonstrates willingness to show consideration and appreciation for patients and co-workers
  - o Negotiates resolution to interactions reflecting a lack of respect
  - o Educates patients on creating a leadership role in their own care
  - o De-escalates exchanges among colleagues and peers not demonstrating respectful and conscientious teamwork
  - o Promotes and encourages respectful interactions
- Exhibits compassion, empathy and support in patient care and professional interactions
  - o Demonstrates insight to patient vulnerability and communicates understanding
  - o Interrupts and remediates communicates among peers and co-workers that diminish open, inclusive engagement in patient care and teamwork
  - o Addresses the demands of social, economic, cultural and

- o Directs and manages exchanges with patients, colleagues and peers using respectful communication and conscientious behaviors
- Demonstrates truthful and ethical standards in professional interactions and conduct
  - o Adheres to departmental and university policy and procedures
  - o Completes all record keeping and medical records to reflect ethical standards
  - o Analyzes and teaches appropriate responses to ethically challenging situations
  - o Presents and receives information, concerns, and suggestions without bias or for personal gain
  - o Develops reports and encourages others to report concerns, errors, or potential problems in a clear manner to specific & appropriate personnel
  - o Demonstrates an understanding of the value of continuing education and life-long learning through membership to professional organizations including OMA & ASA