

Professionalism

Scope

The policy applies to residents of the University of Alabama Family Medicine Residency-Tuscaloosa Program.

Purpose

The Sponsoring Institution and the Residency Program is committed to providing a culture of professionalism that supports patient safety and personal responsibility. To help guide the development of professionalism in our residents, we have established the following guidelines.

Guidelines

Professionalism is one of the core competencies that the Accreditation Council of Graduate Medical Education (ACGME) has identified as being vital to the clinical practice of medicine and to resident development. To that end, Residents will be evaluated on professionalism through the milestone process. Those measures are enumerated below.

- A medical professional has an awareness of the impact of his/her actions on others, has an appropriate attitude, is caring, and exhibits attention to detail. Professional behavior as a resident involves being on time, attending required meetings, fulfilling assignments on , being aware of one's schedule, accepting feedback constructively, and following up on test results and patient progress.
- Professionalism also entails a self-awareness of one's physical and mental health. The professional responsibilities of physicians, includes their obligation to be appropriately rested in order to complete daily tasks and duties as stated within the ACGME Milestones for Professionalism section of this document in addition to being fit to provide the care required by their patients. If a problem arise that interfere with resident performance it is expected that a resident seek help. If such problems occur, residents are expected to report them to their Advisor or the Program Director/ Associate Directors so that the Tuscaloosa Family Medicine Residency can help residents succeed.
- Resident fulfillment of educational and professional responsibilities, including scholarly pursuits and accurate completion of required documentation, will be supported and monitored by the residency office.

ACGME Milestones for Professionalism

Family physicians share the belief that health care is best organized and delivered in a patient-centered model, emphasizing patient autonomy, shared responsibility, and responsiveness to the needs of diverse populations. Family physicians place the interests of patients first while setting and maintaining high standards of competence and integrity for

themselves and their professional colleagues. Professionalization is the developmental process that requires individuals to accept responsibility for learning and maintaining the standards of the discipline, including self-regulating lapses in ethical standards. Family physicians maintain trust by identifying and ethically managing the potential conflicting interests of individual patients, patients' families, society, the medical industry, and their own self-interests.

- 1) Residents must complete a process of professionalization:
 - Defines professionalism.
 - Knows the basic principles of medical ethics.
 - Recognizes that conflicting personal and professional values exist.
 - Demonstrates honesty, integrity, and respect to patients and team members.
 - Recognizes own conflicting, personal and professional values.
 - Knows institutional and governmental regulations for the practice of medicine.
 - Recognizes that physicians have an obligation to self-discipline and to self-regulate.
 - Engages in self-initiated pursuit of excellence.
 - Embraces the professional responsibilities of being a family physician.
 - Demonstrates leadership and mentorship in applying shared standards and ethical principles, including the priority of responsiveness to patient needs above self-interest across the health care team.
 - Develops institutional and organizational strategies to protect and maintain these principles.

- 2) Demonstrates professional conduct and accountability:
 - Presents him or herself in a respectful and professional manner.
 - Attends to responsibilities and completes duties as required.
 - Maintains patient confidentiality.
 - Documents and reports clinical and administrative information truthfully.
 - Consistently recognizes limits of knowledge and asks for assistance.
 - Has insight into his or her own behavior and likely triggers for professionalism lapses, and is able to use this information to be professional.
 - Completes all clinical and administrative tasks promptly.
 - Identifies appropriate channels to report unprofessional behavior.
 - Recognizes professionalism lapses in self and others.
 - Reports professionalism lapses using appropriate reporting procedures.
 - Maintains appropriate professional behavior without external guidance.
 - Exhibits self-awareness, self-management, social awareness, and relationship management.
 - Negotiates professional lapses of the medical team.
 - Models professional conduct placing the needs of each patient above self-interest.
 - Helps implement organizational policies to sustain medicine as a profession.

- 3) Demonstrates humanism and cultural proficiency:
 - Consistently demonstrates compassion, respect, and empathy.
 - Recognizes impact of culture on health and health behaviors.
 - Displays a consistent attitude and behavior that conveys acceptance of diverse individuals and groups, including diversity in gender, age, culture, race, religion, disabilities, sexual orientation, and gender identity.
 - Elicits cultural factors from patients and families that impact health and health

- behaviors in the context of the biopsychosocial model.
 - Identifies own cultural framework that may impact patient interactions and decision-making.
 - Incorporates patients' beliefs, values, and cultural practices in patient care plans.
 - Identifies health inequities and social determinants of health and their impact on individual and family health.
 - Anticipates and develops a shared understanding of needs and desires with patients and families; works in partnership to meet those needs.
 - Demonstrates leadership in cultural proficiency understanding of health disparities, and social determinants of health.
 - Develops organizational policies and education to support the application of these principles in the practice of medicine.
- 4) Maintains emotional, physical, and mental health; and pursues continual personal and professional growth:
- Demonstrates awareness of the importance of maintenance of emotional, physical, and mental health.
 - Recognizes fatigue, sleep deprivation, and impairment.
 - Applies basic principles of physician wellness and balance in life to adequately manage personal emotional, physical, and mental health.
 - Balances physician wellbeing with patient care needs.
 - Accepts constructive feedback.
 - Actively seeks feedback and provides constructive feedback to others.
 - Recognizes signs of impairment in self and team members, and responds appropriately.
 - Appropriately manages situations in which maintaining personal emotional, physical, and mental health are challenged.
 - Optimizes professional responsibilities through the application of principles of physician wellness to the practice of medicine.
 - Maintains competency appropriate to scope of practice.

Examples of unprofessional behavior include but not limited to:

- Rude or discriminatory language
- Failure to recognize signs of fatigue
- Failure to seek appropriate help for possible impairment
- Disrespectful or arrogant attitude
- Refusal to admit mistakes or ask for appropriate help
- Repeated resistance to feedback
- Failure to comply with required paperwork and timely documentation of patient records
- Failure to respond in a timely manner to pages, text messages, email, or telephone calls
- Unexcused absences
- Inappropriately casual appearance
- Repeated inappropriate patient care
- Deliberate breach of confidentiality
- Abuse of physician power

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- Manipulating schedules for personal gain
- Misrepresentation of patient data or other information

Lack of Professionalism and Disruptive Behavior is grounds for Administrative and/or Academic Probation and Dismissal from the Program. I have read this policy and commit to maintain these standards of professionalism during my residency training

Printed Name/Signature

Date