Professionalism

Goals

PGY1:
Shall demonstrate compassion, integrity, and respect for others.
Shall demonstrate responsiveness to patient needs that supersedes self interest.
Shall respect patient privacy and autonomy.
Shall show sensitivity and responsiveness to a diverse patient population.

PGY2:
Shall continue to demonstrate and refine the above behaviors.
Shall show accountability to patients, society, and profession as evidenced by the resident’s conduct of patient care.

PGY3:
Shall continue to show and refine above behaviors.
Shall demonstrate commitment, adherence, and sensitivity.
Shall show dedication to continuity of care and patient-centered care.
Shall be alert to the signs of physician impairment in self and peers, and respond appropriately.

Objectives

PGY1: At the end of the year, the resident will be able to:

1. Demonstrate the ability to achieve high professionalism scores on patient surveys, 360 degree evaluations, and global assessments done by faculty and supervising residents.
2. Avoid angry outbursts, and engender few negative comments from nursing and other staff.
3. Demonstrate respect for others by consistently taking care of all assignments and patient needs punctually.

PGY2: In addition, at the end of the year, the resident will be able to:

1. Define key components of professional behavior.
2. Name at least 6 areas of diversity.
3. Appreciate excellence in patient care by beginning a Quality Improvement Project.
4. Demonstrate respect for patient centered care and patient autonomy through the considerate and effective manner of providing informed consent discussions.

**PGY3:** In addition, at the end of the year, the resident will be able to:

1. Demonstrate consistent and compassionate care across a broadly divergent patient population.
2. Identify areas of care that should be adjusted based on a completed Quality Improvement Project.
3. Present a case at Morbidity and Mortality conference with at least some focus on professionalism concerns.
4. Name 5 key symptoms of physician impairment.
5. After a movie presentation containing physician behavior, name three unprofessional behaviors displayed.
6. Gain the confidence of the faculty group, in regards to professional behavior, to enter practice without direct supervision.

Implemented: 10/10,
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