

# CLER Pathway 6: Professionalism



# What is Professionalism?

Well let's see how the American Board of Internal Medicine sees it (they're pretty smart, right?)





# Professionalism as the ACGME sees it

Pretty much the same way ABIM does!

- **Patient** comes first
- *Honesty* is the best policy
- *Compassion*ate care
- **Respect** for your craft





#### Patient

- Recognize the importance and priority of patient care; this directly impacts quality and safety!
- AIDET:
  - Acknowledge: respect patient's privacy; don't ignore others in the room; knock on the door!
  - <u>Introduce:</u> Introduce yourself *by name and title every time!* Who is with you? Inspire confidence and trust
  - <u>Duration:</u> Set expectations: about how long will the test results take?
  - Explain: What to expect? Ask open ended questions! *Listen* to your patients
  - Thank you: Summarize and review next steps; don't just rush out the door!
- Be **Ethical**
- NM's Mission Statement: We are an academic medical institution where the *patient* comes first.





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## Compassion

- Advocate for patient interests
- Tolerate and accept diverse individuals and groups
- Work Hard, Be Smart, Be Nice
- This is a no blame environment!
  - Things we don't say at Northwestern: "That's not my job." "We're short staffed." "The other department is taking too long" Ya get the drift.
- If you are witnessing any kind of mistreatment be it towards a patient, a fellow colleague or staff member, or yourself REPORT IT
  - We all deserve to be treated with *respect*

Just don't.....do this →







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## Honesty

- Always follow NM policies and procedures when writing your brief, fresh, and meaningful notes!
  - Do not copy/paste; paraphrase key findings; no abbreviations
  - Enter allergies, medications where they belong!
- EMR documentation should be based on your direct observation or appropriately attributed information of others
- Only access YOUR patients' charts!
- Recognize your personal limitations
  - Seek help when you need it!





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## Respect

Integrity, Respect, Ethics: <u>NM Code of Conduct</u>

"Unacceptable Conduct can include but is not limited to:

- ...intimidating or coercive behavior toward employees, patients, physicians
- ...using **obscene** or **abusive** language
- ...harassment of any kind including sexual harassment
- ...non-constructive criticism addressed to its recipient in a way as to intimidate, belittle or to impute stupidity or incompetence
- ...public **derogatory** comments about the quality of care being provided by other physicians, nursing personnel or the hospital"

• YOUR SUPERVISORS, PEERS, AND AUTHORITY FIGURES SHOULD

SHARE ALL OF THESE VALUES!









