

# Professionalism – The Basics

## GME Orientation 2022



THE UNIVERSITY OF  
**TENNESSEE**  
HEALTH SCIENCE CENTER™

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COLLEGE OF MEDICINE  
CHATTANOOGA



**All** I really need to know...

## I learned in Kindergarten

**Share** everything. Play **fair**. Don't hit people.

Put things back where you found them. **Clean** up your own mess. Don't take things that are not yours. **Say you're sorry** when you hurt somebody. **Wash** your hands before you eat.

**Flush**. Warm cookies and cold milk are good for you. **Live** a balanced life- **learn** some and **think** some and **draw** and **paint** and **sing** and **dance** and **play** and **work** every day some. **Take a nap** every afternoon. When you go out into the world, watch out for traffic, hold hands, and stick together. Be aware of **wonder**. **Remember** the little seed in the Styrofoam cup" The roots go down and the plant goes up and nobody really knows **how** or **why**, but we are all like that. Goldfish and hamsters and white mice and even **the little seed** in the Styrofoam cup- they all die. So do we.

And then **remember** the Dick-and-Jane books and the first word you learned-the biggest word of all-**LOOK**.

- Share
- Play Fair
- Don't Hit People
- Say You're Sorry When You Hurt Someone
- Live a Balanced Life
- Learn Some and Think Some
- Hold Hands and Stick Together

# Professionalism ... Why Do We Care?

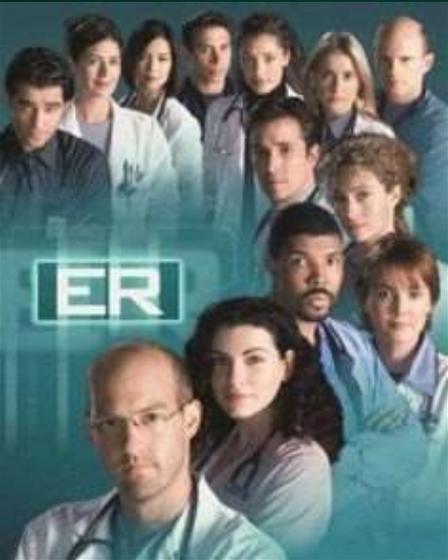
- Professionalism
  - Is one of the ACGME Core Competency Domains
  - Influences your ability to work and play well with others
  - Builds the foundation for the rest of your career

# Definition of Medical Professionalism

- Professionalism is a belief system in which group members (“professionals”) declare (“profess”) to each other and the public the shared competency standards and ethical values they promise to uphold in their work and what the public and individual patients can and should expect from medical professionals.

ABMS 2012

# TV Shows portraying Professional and Unprofessional Behavior



# Pillars of Professional Behavior

- Putting patients first
- Service and public leadership
- Non-judgmental care
- Collaboration
- Lifelong learning

# Marks of a Professional Resident or Fellow

- Maintains timely records
- Recognizes limitations of training and asks for help
- Reflects on performance and seeks evaluation
- Follows all institutional and hospital policies (logging duty hours, logging cases, submitting time off forms, responds to requests from Coordinators or GME staff)
- Takes on extra work when it will help the Team

# Marks of a Professional Resident or Fellow

- Arrives on time for rounds, clinic, and scheduled conferences
- Answers pages, calls, and emails in a timely manner
- Maintains personal grooming
- Leads with respect and fair treatment of colleagues
- Makes a personal commitment to a respectful workplace, even in times of stress
- Maintains poise during difficult colleague or patient/family interactions
- Accesses support services for self and colleagues when necessary and appropriate

# Professionalism in the Era of COVID-19

- Monitor yourself for signs and symptoms of illness
- Do not come to work if you are ill
- Alert your supervising resident/chief/attending of illness or absence
- Always wear appropriate PPE for the clinical situation
- Follow all specific hospital protocols for COVID

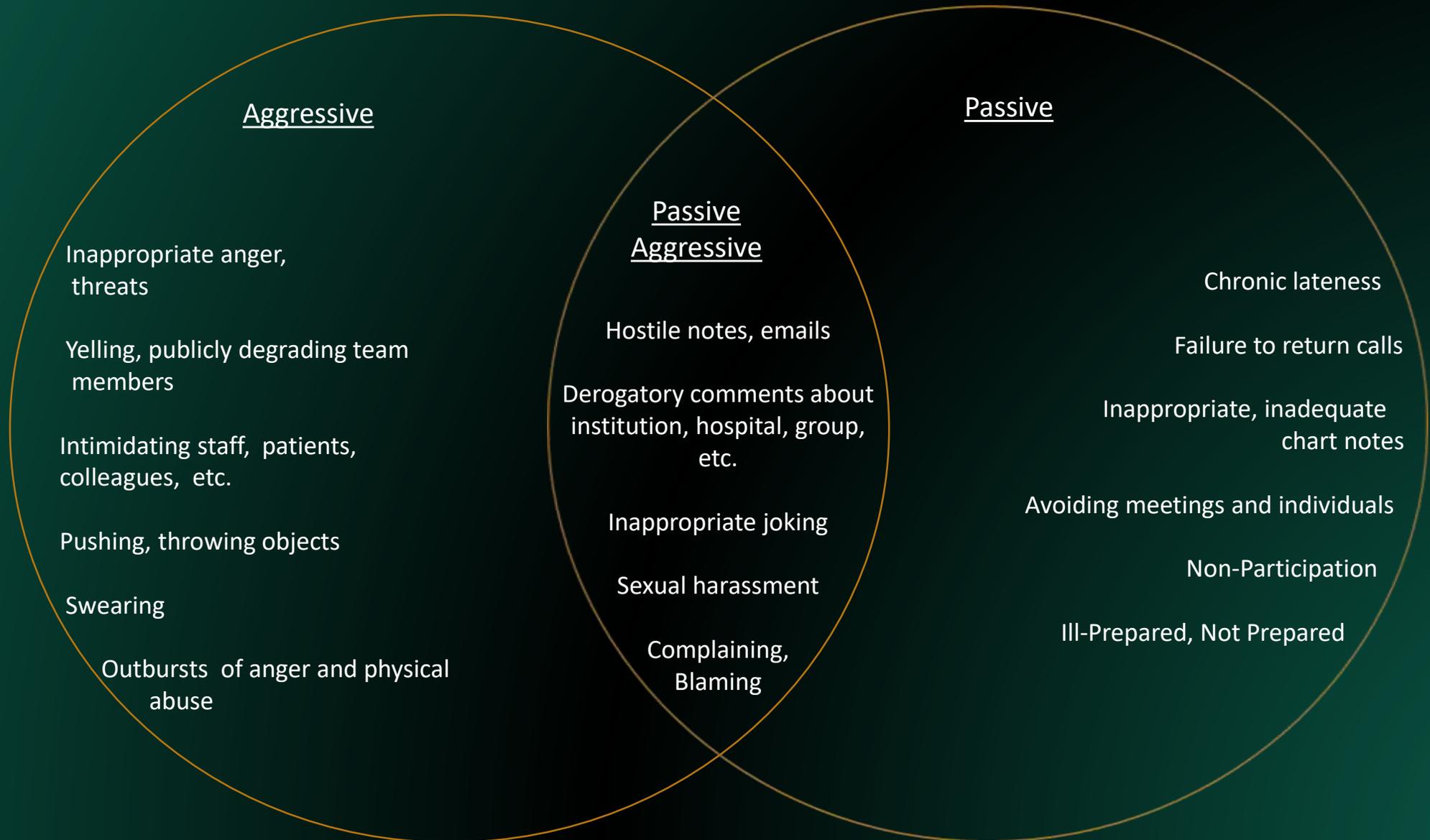
# What are the marks of a non-professional?

- Dishonesty
- Greediness
- Impaired
- Abuses Power
- Lacks Interpersonal Skills
- Self-Serving

# Professionalism Lapses

- Primarily Four Types
  - Distressed or Disruptive Behaviors
  - Boundary Violations
  - Improper Prescribing
  - Impairment

# Spectrum Disruptive Behaviors



# Misuse of Social Media Can Lead to Disruptive Behaviors



# Boundary Violations



- Power Differential
- Sexual Misconduct / Harassment
- Social Media –  
(Disinhibited/Anonymous)
- Relaxed Professional Environment



# Mis-Prescribing Physicians



- Drug Seeking Patients – Fear of Confrontation
- Prescribing for Non-Patient Colleagues, Friends, and Family Members
- Prescribing for Self



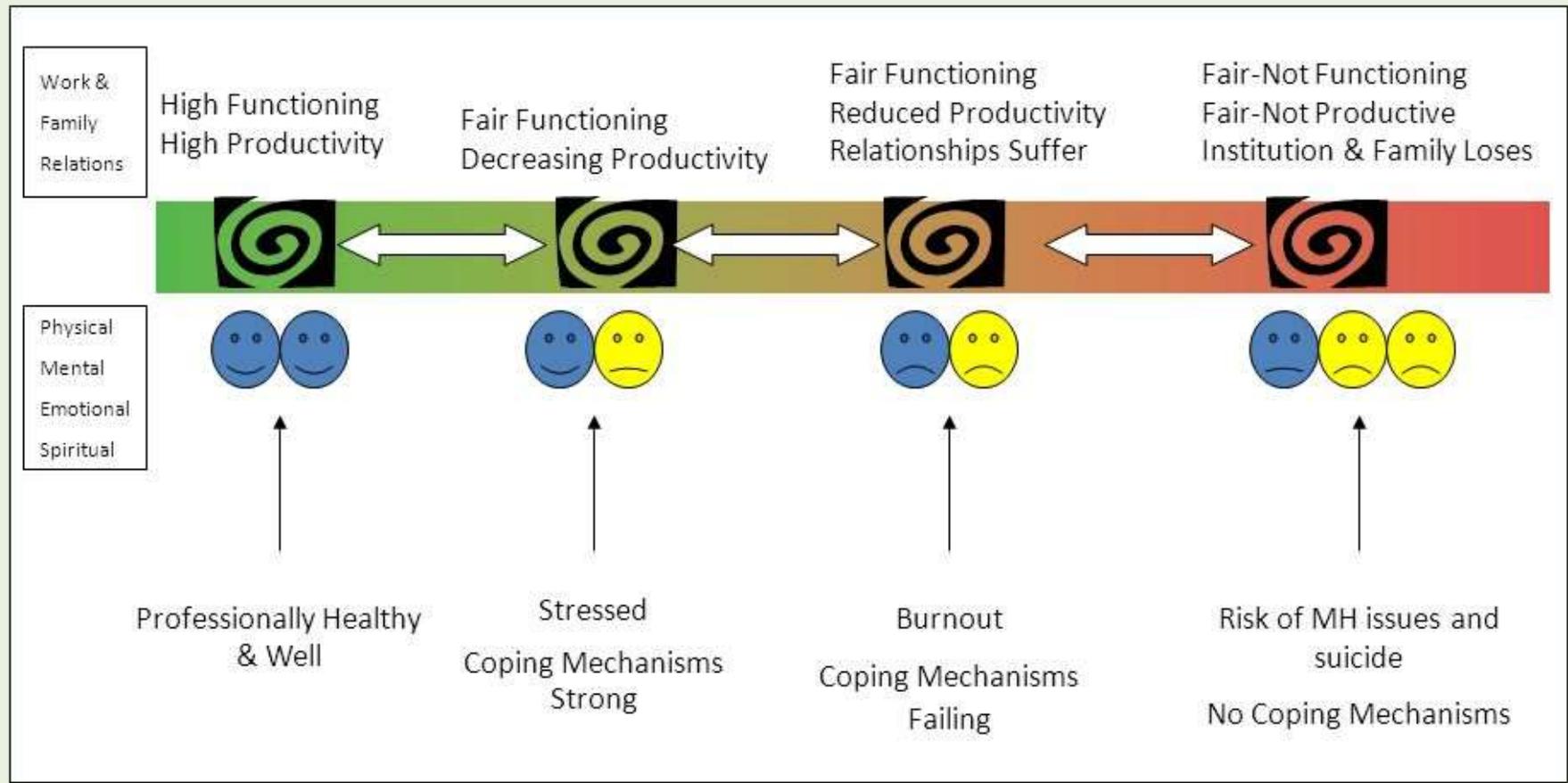
# Impairment can be ...

- Physical
- Cognitive
- Psychological
- AMA: “... any physical, mental, or behavioral disorder that interferes with ability to engage safely in professional activities ...”

# Causes of Disruptive Behavior

- Inadequate support system
- Stress and physiologic reactions
- Reduced well-being (mental and physical)  
     depression, bipolar, OCD, etc.
- Burnout
- Substance use and abuse
- \*\*\* Unfortunately the System tends to reinforce these behaviors

# Professional Health & Wellness Spectrum



# Contributors to Health and Well-Being

- Self-care habits
- Addressing stress and burnout
- Emotional IQ
- Support systems
- Training experiences (the hidden curriculum)
- Coping skills
- Conflict management
- Understanding personality types

# Self-Care

- SLEEP when you can (... eat when you can, take bathroom breaks when you can)
- EAT balanced meals
- Get some kind of PHYSICAL ACTIVITY
- Socialize and have HOBBIES
- Enjoy vacations
- Engage in and nurture the spiritual part of your life
- Secure a PERSONAL PHYSICIAN

# Well-Being Resources on our Website

The screenshot shows a web browser displaying the UTHSC Well-Being website. The page features a navigation menu with links for 'Substance Abuse and Addiction', 'Suicide Prevention', 'Resident Advisory Board', 'Well-Being Task Force', and 'Resources'. The main content area is titled 'Promoting Physician Well-Being and Engagement' and includes two featured articles. The first article, 'Promoting the R in RVU (Relationship Valued Unit)', includes a link to view a full poster. The second article, 'Promoting the R in RVU (Relationship Valued Unit)', includes a link to view a full poster. The page also features a header for 'CORONAVIRUS DISEASE INFORMATION AND RESOURCES' and a logo for 'THE UNIVERSITY OF TENNESSEE HEALTH SCIENCE CENTER'.

Students Faculty & Staff Alumni Visitors Patients

Our Mission Resources Make a Gift Take a Tour

CORONAVIRUS DISEASE INFORMATION AND RESOURCES

THE UNIVERSITY OF TENNESSEE HEALTH SCIENCE CENTER

College of Medicine Chattanooga Well-Being

Substance Abuse and Addiction Suicide Prevention Resident Advisory Board Well-Being Task Force Resources

## Promoting Physician Well-Being and Engagement

Click [here](#) to view information about The Well-Being Index, also one of the valid and reliable surveys listed by the National Academy of Medicine (NAM) Action Collaborative Clinician Well-Being and Resilience. We recommend that you scroll down to one next to the last survey toward the bottom of the screen labeled "Well-Being Index" and click to access the resource. This survey tool and resources are on a mission to end burnout and answer the silent call for help what affects organizations across the country. The Well-Being Indexes were invented by the Mayo Clinic.

They are 100 percent anonymous, web-based tools that evaluate multiple dimensions of distress in just 9 questions. They are designed to measure burnout, provide valuable resources when people need them the most, and track progress over time to promote self-awareness. The ultimate goal is to end burnout among professionals and reduce the adverse consequences that coincide with the strain.

Click [here](#) to view valid and reliable resources from the National Academy of Medicine (NAM) Action Collaborative Clinician Well-Being and Resilience.

### Promoting the R in RVU (Relationship Valued Unit)

Click on [this link](#) to view the full poster in more detail.

the-resident.jpg house.jpg er.jpg greys-anatomy.jpg code-black.jpg saving-hope.jpg Show all

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[www.uthsc.edu/comc/well-being/](http://www.uthsc.edu/comc/well-being/)

# Why does this matter?

- Healthcare is a high stress, high risk environment
- Sleep loss and fatigue
  - Affect learning and cognition
  - Impact job performance
  - Predisposed to professionalism lapses
- Ultimately leads to poor performance in daily work, which can compromise patient care

# Compromised Patient Care Can Manifest as

- Medical error – the failure of a planned action to be completed as intended or the use of a wrong plan to achieve an aim
- Adverse event – an injury caused by medical management on prolonged hospitalization , disability, or death (can be avoidable or unavoidable)

# Swiss Cheese Model

Organizational Influences

Unsafe Supervision

Preconditions

Unsafe Actions



**Accident**

# What to do?

- Medical errors and adverse events must be disclosed to patients
- Contact your attending physician first to assist you with the disclosure
- Notify the GME Office (423.778.7442 or [GME@erlangers.org](mailto:GME@erlangers.org)) so we can make the Erlanger Risk Manager aware of the error or adverse event.

Stay Safe, Be  
Your Best Self,  
and ...  
Be Careful Out  
There!