

## Medical Education Policy: Professionalism

Facility: CMC

Origin Date: April 2019

Revision Date:

Sponsor: GMEC

---

1. **PURPOSE:** Professionalism is a core competency taught in the residency and fellowship programs administered by Carilion Medical Center Graduate Medical Education. This policy will establish guidelines for professional behavior, a safe and high quality patient care environment that ensures collegiality and prevention of mistreatment.

2. **SCOPE:**

This Policy applies to all Accreditation Council of Graduate Medical Education (ACGME), Council on Podiatric Medical Education (CPME), and Commission on Dental Accreditation (CODA) accredited post-graduate training programs sponsored by Carilion Medical Center (CMC) as well as to visiting residents participating in approved educational programs who are rotating at Carilion Clinic through institutional agreements.

3. **DEFINITIONS:**

***Professionalism*** requires residents/fellows to demonstrate a commitment to carrying out professional responsibilities and an adherence to ethical principles. Residents are expected to operate within the larger context and system of healthcare. They must demonstrate the ability to call effectively on other resources in the system to provide optimal health care.

Residents/fellows are expected to demonstrate:

- Compassion, integrity, and respect for others;
- Responsiveness to patient needs that supersedes self-interest;
- Respect for patient privacy and autonomy;
- Accountability to patients, society and the profession;
- Sensitivity and responsiveness to a diverse patient population, including but not limited to diversity in gender, age, culture, race, religion, disabilities, and sexual orientation.

#### 4. PROCEDURE:

##### 4.1. All residents must adhere to the following:

###### 4.1.1. **Excellence**

- Fulfill educational and professional responsibilities, including scholarly activities.
- Maintain acceptable and appropriate standards of practice.

###### 4.1.2. **Accountability**

- Arrive on time for work and educational assignments.
- Respond to all tasks and deadlines promptly
- Respond to consult requests and pages in a timely, respectful fashion in accordance with institutional policy.
- Complete required documentation honestly and accurately including clinical and educational hour reporting and procedure logging.
- Adhere to recognized ethical codes governing the applicable profession and specialty.
- Adhere to applicable laws and regulations.  
Residents are required to report to program administration and the GME office any civil actions, which may affect the ability of the resident to perform his/her duties safely and effectively, as well as all criminal citations, charges, arrests, convictions, pleas, including pleas of nolo contendere (a plea by which a defendant in a criminal prosecution accepts conviction as though a guilty plea had been entered but does not admit guilt), and protective orders issued against a resident within the first business day of the first knowledge of the civil action or contact with law enforcement for criminal actions.
- Maintain a professional appearance in the work environment with adherence to Carilion GME Dress Code policy.
- Adhere to all institutional policies and guidelines.

###### 4.1.3. **Altruism**

- Exhibit a responsiveness to patient needs that supersedes self-interest.

###### 4.1.4. **Humanitarianism**

- Practice with an awareness of social disparities including, but not limited to, socioeconomic status, race, gender, and culture.

###### 4.1.5. **Respect of Others**

- Display compassion, integrity and respect for others, including patients, families, trainees and all members of the health care team.
- Respect patient privacy and autonomy.

- Manage conflicts respectfully away from patient care and crowded staff areas. Seek assistance, when necessary, from resources available to the campus community.
- Understand and accept that bias based on gender, age, culture, ethnicity, religion, disability, or sexual orientation seriously harms the learning environment and is strictly prohibited.
- Refrain from disruptive behavior including but not limited to:
  - a. Harassment or discrimination
  - b. Verbal threats and outbursts
  - c. Undue criticism intended to belittle or berate others
  - d. Arguing in front of patients and families
  - e. Physical actions that threaten others
  - f. Inappropriate physical contact

**4.1.6. Honor and Integrity**

- Maintain appropriate standards in all social media postings with clear demarcations between personal and professional lives. Protect personal, institutional and professional reputation when posting, commenting, or contributing to collaborative projects such as wikis, blogs and/or virtual communities.
- Declare all conflicts of interest.

4.2. Breaches of professionalism may be reported to the Program Director or Designated Institutional Official. All reports will be investigated. Those with merit may be subject to disciplinary actions including; administrative sanction, suspension, non-renewal of contract or termination.

---

<b>Name</b>	<b>Title</b>	<b>Dept./Committee</b>	<b>Date</b>
Donald W. Kees, MD	DIO	GMEC	April 16, 2019