

Professional Behavior and Immediate Feedback

Purpose

It is important during residency to both model and exhibit professional behavior at all times, particularly in all patient care situations including inpatients and outpatients. Respect for co-workers and other physicians within the hospital and especially to referring physicians is expected. Appropriate dress and language shall be used at all times.

Background

Numerous studies have demonstrated that medical students and residents often believe that they are abused in the setting of medical education. Because the relationship between faculty and student or resident is hierarchical, it remains the ethical responsibility of the faculty to assure that those students and residents are professionally mentored and respectfully treated. A renewed interest in teaching professionalism to medical students and residents has been demonstrated by a variety of organizations such as the ACGME, AAMC, ACP and SAEM.

References

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Adapted from (Indiana University - Methodist Emergency Medicine Residency)

Responsibilities

- 1 All patients, ancillary support personnel, co-workers, students, and other staff are entitled to equitable, respectful, and professional interaction.
- 2 Criticism of performance will be discussed in private with the faculty, student or resident.
- 3 Discussions about patient care with consulting medical staff or residents will be carried out in a civil tone and volume. Shouting, cursing, or personal attacks have no place in such discussions.
- 4 When physically present in the ED, professional conversation and interactions are critical to patient care and ED function.
- 5 The EM Residency directorship and Promotions Committee reserve the right to address any perceived breaches of professional behavior with the medical staff member, resident or their supervisor.
- 6 Failure to address the residency directorship and promotions committee's concerns may result in reporting the event to the hospital's Vice President of Medical Affairs or appropriate governing body.
- 7 As per IME guidelines, issues raised may be reviewed by the residency directorship or promotions committee. Informal performance improvement plans, departmental remediation, institutional probation, suspension, termination, no non-renewal may be pursued.
- 8 Faculty will immediately give specific feedback to residents with perceived egregious behavior in the Emergency Department. This includes anything that could be perceived as affecting patient care or professional relationships, such as perceived acts of omission or commission, dishonest communication, sexual or other forms of harassment or other unprofessional behavior. A written communication (other than the shift evaluation card) with details of the incident needs should be submitted to the Program Director by the faculty as soon as possible and within 48 hours.
- 9 Residents are encouraged to report unprofessional behavior by others to their supervisor, to the residency directorship, or using the Regions Hospital Healthy Workplace Incident Hotline at 651-254-2020.

Policy

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