

## Still OPTI

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|--------------------------|------------------------------------------------------------|----------------------|
| POLICY                   |                                                            | Policy<br>No: IS-021 |
| Subject: Professionalism | Approval: June 27, 2017<br>Last Revision Approved: 6/27/23 | Page 1 of 2          |

### Purpose

1. Still OPTI, in partnership with the program directors of its ACGME-accredited programs, must provide a culture of professionalism that supports patient safety and personal responsibility.
2. Still OPTI in partnership with its ACGME-accredited programs, must educate residents and faculty members concerning the professional responsibilities of physicians, including their obligation to be appropriately rested and fit to provide the care required by their patients.
3. It is the policy of Still OPTI that all residents and faculty treat all people with respect, compassion, and dignity. Patient needs will supersede a physician's self-interest. Physicians will accept and understand that they are accountable not only to the patient but also to their colleagues and society as a whole. Lastly, residents and faculty will treat all the diverse populations with sensitivity and respect.

(Refer to disruptive behavior policies)

### Quality

1. Demonstrating professional conduct and accountability - residents and faculty should:
  - a. always strive to be on time and prepared for their work interactions
  - b. dress appropriately and with cleanliness
  - c. complete medical records thoroughly, honestly, and punctually
  - d. consistently advocate for patients and their families
  - e. give and receive input and advice from their colleagues
  - f. accept accountability and admit errors
  - g. maintain self-awareness of their own limitations and seek help if needed
  - h. handle all business practices ethically and seek guidance if needed
2. Demonstrating humanism and cultural proficiency - residents and faculty should regard each individual's worth and dignity, for example:
  - a. shaking hands and introducing themselves to all parties
  - b. listening attentively
  - c. responding with empathy to concerns
  - d. maintaining privacy and confidentiality in all instances
  - e. exhibiting an attitude of altruism and advocacy
  - f. displaying unselfish regard for the welfare of the patient and their families
  - g. displaying awareness or unique qualities of each patient including race, color, religion, ethnicity, national origin, sex (including pregnancy), gender, sexual orientation, gender identity, age, disability, veteran status, or any other status protected by applicable law.
  - h. Show an understanding for effects of above attributes on patient's health, well-being, and perception of the need for and application of health care
3. Maintaining emotional, physical, and mental health - residents and faculty should set an example for their patients in terms of their own health management.
4. Continual pursuit of personal and professional growth - residents and faculty should display a desire for a lifelong learning approach to the practice of medicine. Regular attendance at conferences, active enhancement of medical knowledge, and a positive response to constructive

criticism are necessary to continue personal and professional growth throughout a physician's career.

5. Still OPTI must provide systems for education and monitoring of:
  - a. Residents and core faculty members fulfillment of educational and professional responsibilities, including scholarly pursuits;
  - b. Accurate completion of required documentation by residents