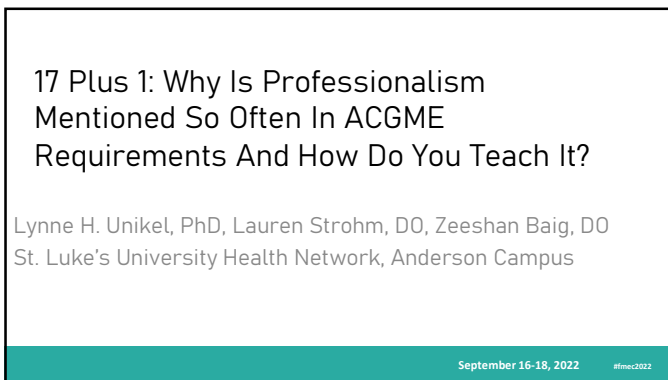
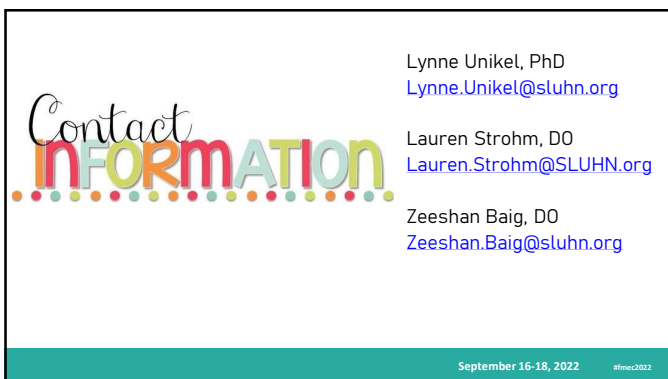




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Faculty Disclosure

It is the policy of the FMEC that all individuals in a position to control content disclose any relationships with commercial interests upon nomination/invitation of participation. Disclosure documents are reviewed for potential conflict of interest (COI), and if identified, conflicts are resolved prior to confirmation of participation. Only those participants who had no conflict of interest or who agreed to an identified resolution process prior to their participation were involved in this CME activity.

All faculty in a position to control content for this session have indicated they have no relevant financial relationships to disclose.

The content of this material/presentation in this CME activity will not include discussion of unapproved or investigational uses of products or devices.

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4

Learning Objectives

- Participants will leave this session with an example of an interactive didactic session in professionalism
- Participants will discuss how to identify examples of professionalism and acknowledge it
- Participants will discuss examples of unprofessional behavior and suggest remediating it

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5

What is Professionalism?

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6

“Professionalism does not mean wearing a suit or carrying a briefcase; rather, it means conducting oneself with responsibility, integrity, accountability, and excellence. It means communicating effectively and appropriately and always finding a way to be productive.”

- US Department of Labor

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7

“Professional competence is the habitual and judicious use of communication, knowledge, technical skills, clinical reasoning, emotions, values, and reflection in daily practice for the benefit of the individual and community being served.”

- Epstein RM, Hundert EM. (2002), JAMA

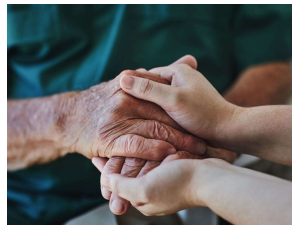
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8

DEFINITION OF MEDICAL PROFESSIONALISM

“A belief system in which group members ... declare to each other and the public the shared competency standards and ethical values they promise to uphold.”

- ABMS



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9

Why is professionalism so important?



- Primary rationale for professionalism [and collaboration] is to promote patient safety.
- Healthcare delivered via teams of professionals who need to communicate well, respecting the principles of honesty, respect for others, confidentiality and responsibility for their actions

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10

Professional Responsibilities = Commitment to:

1. Professional competence
2. Honesty with patients
3. Patient confidentiality
4. Maintaining appropriate relations with patients
5. Improving quality of care
6. Improving access to care
7. A just distribution of finite resources
8. Scientific knowledge
9. Maintaining trust by managing conflicts of interest
10. Professional responsibilities

(ABIM Foundation, 2002)

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11

Professionalism

After reading the various definitions, would you change your initial response?

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12

Why Focus on Professionalism?

- Core ACGME competency
 - Mentioned 17 times in the common program requirements and an additional time in the family medicine requirements
 - It is mentioned in relation to: program directors, faculty, didactics, residents' development, sponsoring institutions, ethics, and well-being
 - We **notice** professionalism when it isn't there
 - We often **forget** to acknowledge it when we see it



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13

Background/Literature Review

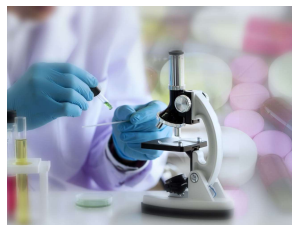
- Unprofessional behavior is one of the most significant reasons for disciplinary action against 3rd and 4th year medical students, residents, fellows, and practitioners (Duff, (2004))
 - Study specific to pathology showed program directors see lapses in professionalism related to: honesty, recognizing and reporting medical errors, interpersonal interactions, conflicts of interest (Domen, RE (2002))
 - Other issues seen with lapses in professionalism: attitudinal problems, interpersonal conflicts, inappropriate behavior towards staff, peers, faculty, or patients ((Domen, RE, Talbert, ML, Johnson, K, at al (2015))

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14

Background/Literature Review

- Survey of 29 pathology residency program directors found concerns about professionalism in the following areas:
 - Inappropriate comments about fellow employees (29%)
 - Poor attendance/tardiness (21%)
 - Being disrespectful to support staff (21%)
 - Dishonesty (21%)
 - Not attending conferences (17%)



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15

Background/Literature Review

- Physicians with disciplinary actions in medical school for unprofessional behavior were more likely to have disciplinary actions from the state medical board (Papadakis, 2004)

Qualities of Professionalism			
Humility	Balance work and personal life	Tactfulness	Even-tempered
Honesty (intellectual and personal)	Altruism	Loyalty	Commitment to excellent clinical care
Responsibility	Respectfulness	Maturity	Self-directed learning
Reliability	Compassion	Thoughtfulness	Intellectual curiosity
Accountability	Sensitivity	Deliberateness	Insight into personal strengths and weaknesses

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16

Background/Literature Review

- Competency that requires "character and lifelong learning, commitment, and practice" – David H. Chestnut (2017)
 - Humility
 - Servant leadership
 - Emotional intelligence and self-awareness
 - Kindness
 - Altruism
 - Responsibility, accountability, and concern for patient safety
 - Honesty and integrity
 - Attention to personal well-being

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17

What We Did – Part I

- Divided faculty into teams
- They chose new residents before each round
- Categories:
 - Where or how is professionalism required in family medicine
 - Settings where professionalism is required
 - Rules for virtual and electronic professionalism
 - How to handle mistakes

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18

Question

- How is professionalism demonstrated in family medicine?
– One-word answers

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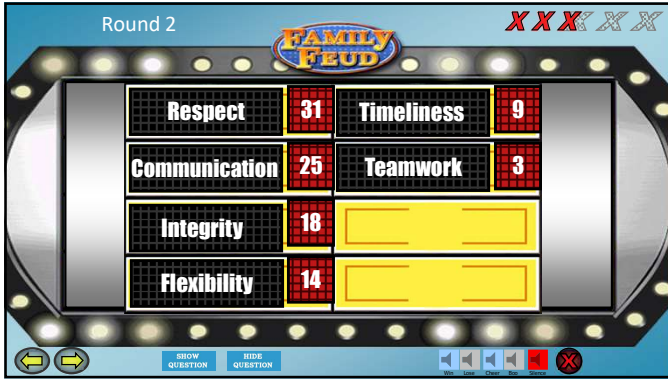
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22

What We Did – Part II

- Asked each team to develop a scenario representing their ideal example of professionalism
- Voted on which one was better
- Asked each team to develop a scenario representing poor professionalism that they hoped to never encounter
- Voted on which one was better

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23

Professional Behavior

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24

Best Examples of Professionalism

- Offering to help even when it is not your responsibility
 - Help office staff between patients with getting rooms ready or bringing back patients
 - Help colleagues when your schedule is light
- Introducing all office staff as part of the care team and addressing them by their titles, roles, and with respect
 - Nurses, students, medical assistants
- Touching a patient on the arm, shoulder, hand etc when they are in distress
- Finishing a task that a nurse missed and then talking to them about it privately in a kind tone (it is helpful when we X, can we do that with patients who have Y)
- Understanding that fair and equal are not the same
- Checking that time off can be blocked once schedules are checked
- Being sympathetic to personal situations and that they do affect work

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25

Do You Acknowledge Professional Behavior When You See It?



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26

Unprofessional Behavior

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27

Worst Examples of Professionalism

- Yelling at others
- Demanding things of office staff
- Slamming, throwing, or other loud actions
- Cliques/ gossiping
- Resistance to feedback
- Defensiveness
- Calling out others
- Lying
- Comparing (schedules, number of patients on a given day)
- Claiming to have performed a procedure/exam/test without having done so
- Not asking when you're not sure
- Arguing

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28

How Do You Correct Unprofessional Behavior?

- Identify the behavior
- Provide replacement behaviors
- Reinforce replacement behaviors



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29

What We Did – Part III



Faculty and residents worked together to discuss different case scenarios



Chose note taker and a presenter



Shared with the larger group

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30

Case Study


You are in the clinic and hear some of your fellow residents talking about everyone's schedules. They are complaining that Dr. Slacker always has fewer patients and never seems to have patients past 4 p.m. Another resident says that they heard Dr. Slacker yelling at the front desk staff the other day for scheduling a patient at 4:40.

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31

Case Study




- What are the issues/concerns here?
- What should be done?
- Other thoughts/ concerns?



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32

Bias & Professionalism

-  Can bias affect professionalism?
-  Are there cultural differences in professionalism?
-  What else can affect how we interpret professionalism?

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33

What Are Behaviors Related to Professionalism?

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34

When poll is active, respond at poll.com/lynneunikel180
Text LYNNEUNIKEL180 to 37607 once to join

What are behaviors related to professionalism?

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35

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36



Professional is not a label you give yourself- it's a description you hope others will apply to you.

- David Maister

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