

The Behaviors of **PROFESSIONALISM**

Accepts constructive feedback and modifies behavior appropriately

Accepts personal risk in provision of health care

Adapts style and content of communication appropriately for each patient

Adheres to institutional policies and procedures

Adheres to local dress code

Admits errors and assumes personal responsibility for mistakes

Advocates for changes in policies, procedures, or practices for the benefit of patients

Advocates for colleagues

Advocates for societal health issues

Advocates for the individual patient

Allocates health care resources without bias

Appropriately incorporates patient's values, customs, and beliefs into management plan

Arrives on time for scheduled activities and appointments

Attributes ideas and contributions appropriately to others

Avoids gifts and remunerations that might be perceived as conflicts of interest

Balances personal needs and patient care obligations

Breaks bad news with compassion and appropriate candor

Collaborates with patients/designated representatives in decision making

Completes assigned share of team responsibilities

Conveys information and answers questions honestly and tactfully

Demonstrates appropriate boundaries for interprofessional relationships

Demonstrates appropriate boundaries for patient relationships

Demonstrates sensitivity to power asymmetries in professional relationships

Discloses errors to patients when appropriate

Discusses colleagues without using inappropriate labels or comments

Discusses patients without using inappropriate labels or comments

Displays compassion and respect for all patients even under the most difficult circumstances

Elicits patient's understanding to ensure accurate communication of information

Endures inconvenience to meet patient needs

Engages in informal teaching and learning activities with colleagues as appropriate

Facilitates conflict resolution

Fulfills all clinical responsibilities in a timely manner

Fulfills all nonclinical responsibilities in a timely manner

Improves team effectiveness through motivation and facilitation

Intervenes immediately when unprofessional behavior presents clear and present danger

Maintains a positive attitude amidst increased and unanticipated additional work

Maintains composure during difficult interactions with colleagues

Maintains composure during difficult interactions with patients

Maintains confidentiality of patient information in public areas

Maintains thoroughness and attention to detail

Makes valuable contributions during class, rounds, or meetings

Offers advice when appropriate

Optimizes patient comfort and privacy when conducting history, physical examination, and procedures

Provides constructive and supportive feedback appropriately

Provides patient care without consideration of personal benefit

Provides patient information to team members in a timely and effective manner

Reacts appropriately to other's lapses in conduct and performance

Requests help when needed

Responds appropriately to help a distressed or impaired colleague

Responds promptly when paged or called

Serves as knowledge or skill resource for others

Signs over and ensures coverage of patients when unable to fulfill responsibilities

Solicits and values input from colleagues when appropriate

Takes on extra work when appropriate for the benefit of the patient

Takes on extra work when appropriate to help the team

Takes steps to prevent repetition of errors

Teaches and emphasizes tenets of professionalism when appropriate opportunities arise

Transmits accurate and detailed information for optimal transition of care

Upholds ethical standards in research projects and other scholarly activities

Uses resources effectively to ensure optimal patient care