Professional Expectations –
Standards of Conduct and Performance for Residents

Memorial Medical Center maintains the highest standards of professionalism in its faculty, residents, students, and staff. According to the ACGME definition of professionalism, residents must demonstrate a commitment to carrying out professional responsibilities, adherence to ethical principles, and sensitivity to a diverse patient population. Residents are expected to:

- demonstrate respect, compassion, and integrity; a responsiveness to the needs of patients and society that supersedes self-interest; accountability to patients, society, and the profession; and a commitment to excellence and on-going professional development
- demonstrate a commitment to ethical principles pertaining to provision or withholding of clinical care, confidentiality of patient information, informed consent, and business practices
- demonstrate sensitivity and responsiveness to patients' culture, gender, age, and disabilities

This document, "Professional Expectations," is intended to provide written guidelines which outlines expectations for activities, practices and behaviors of resident physicians that are consistent with professionalism. The document also outlines potential remedial and disciplinary consequences for actions, practices, or behaviors that are not consistent with these expectations.

The importance of role-modeling by faculty cannot be over-emphasized. Faculty members are expected to model appropriate workplace behaviors.

General standards of conduct and performance are outlined in the matrix below, and apply throughout affiliated educational sites. Violations of and/or failure to adhere to these standards may result in warning (oral or written), suspension, probation, or even non-renewal or termination. A warning will not become a permanent part of your portfolio as long as the deficiency is corrected. All other actions will become a permanent part of your resident portfolio. These standards are minimum guidelines for conduct and work performance of residents. The remedial and disciplinary mechanisms outlined in this document are intended to generally define the scope of existing rules and policies. This document is not intended to be all-inclusive but rather representative of behavior and performance that are and are not acceptable. The standards set forth in this document may be supplemented by additional regulations when residents are subject to professional accreditation, state regulations, or licensure, and to the requirements of individual departments and programs.

All residents must read and acknowledge by their signature that they have received a copy of the Professional Expectations Policy and it has been reviewed with them by their Program Director.

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STANDARD	EXAMPLE OF A VIOLATION	1ST EVENT	2ND EVENT	3RD EVENT	4TH EVENT
Performance & Recommended disciplinary action O: Oral Warning (documented) W: Written Warning S: Suspension P: Probation NR : Nonrenewal T: Termination (Dismissal)					
1.1 Perform assigned tasks safely and competently to maximize patient health and safety, in accordance with performance expectations	1.1a Fail to perform task(s) adequately as requested, either because of unwillingness to perform the task or carelessness in carrying out the assignment	O	W	P	NR or T
1.2 Demonstrate commitment to excellence and to continuous learning, improvement, and professional development	1.2a Being in an unfit condition to perform the duties of the job, including working under (or suspected of working under) the influence of drugs or alcohol	S (may include PRN referral)	T		
COMPLIANCE WITH POLICIES & PROCEDURES					
2.1 Understand and comply with all university, hospital, or affiliated premises, policies, and procedures, i.e., clinical, administrative, and safety policies	2.1a Fail to complete required training (i.e. compliance, HIPAA, ACLS, etc.)	O	W	S	NR
	2.1b Engage in unapproved moonlighting activities	W	W	T	
	2.1d Fail to comply with institutional health and safety regulations	O	W	S	T
	2.1 e Use unacceptable abbreviations	W	W	S	T

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		on specific incident)	on specific incident)		
	2.5d Theft of organizational or employee property; or physical abuse of the facility.	T			
	2.5e Violate ethical principles	W	S	T	
3.1 Attend work as assigned	3.1a Violate attendance policy involving unscheduled absence or tardiness for whatever reason, including the failure to report to work or to leave work before conclusion of the work period	O	W	S	NR or T
	3.1b Fail to inform supervisor of any scheduled or unscheduled absence in accordance with departmental guidelines	W (see also leave policy)	S	T	
3.2 Answer pages and respond to emails in timely fashion	3.2a Fail to respond to pages promptly when on duty and on call (typically within 15 minutes)	O	W	P	NR or T
	3.2b Fail to respond to departmental or institutional communication (including email) in a timely fashion (typically within 24 hours)	O	W	P	NR or T
TEAMWORK & WORKPLACE BEHAVIOR					
4.1 Communicate effectively and demonstrate caring and respectful behaviors when interacting with patients, families, staff, and colleagues; work collaboratively with all coworkers, including those from other disciplines, to provide patient focused care	4.1a Use inappropriate behavior and/or profane, rude, abusive, offensive or loud/boisterous language toward patients, families, staff, supervisor or coworkers	W	S	T	
	4.1b Deliberate disruptive, violent or threatening behavior - examples include threats to staff, providers, patients, or others present in the facility (with or without physical violence).	S or T	T		
4.2 Demonstrate respect and courtesy towards fellow staff members, faculty, students, patients, and visitors; demonstrate sensitivity and responsiveness to patients and co-workers with regard to culture, age, gender, and/or disabilities	4.2a Fail to demonstrate respect and courtesy towards anyone on hospital or affiliated premises, including patients, their families, students, visitors, or other employees [see also related actions 4.1a; 4.1b; 4.2b]	O (may be more severe and may include the addition of P at discretion of PD depending on specific incident)	W (may be more severe and may include the addition of P at discretion of PD depending on specific incident)	S (may be more severe and may include the addition of P at discretion of PD depending on specific incident)	T
	4.2b Violate another's privacy or dignity, including insensitivity to culture, age, gender and/or disabilities	W (note: sexual harassment is handled	S (note: sexual harassment is handled	P	T

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		according to the University's policies and procedures)	according to the University's policies and procedures)		
	4.2c Fail to inform program director and arrange to remove oneself from evaluative responsibilities when having a sexual relationship with anyone with whom one has a supervisory or educational evaluative role	W or S (varies depending on specific incident)	S or T (varies depending on specific incident)	T	
4.3 Be productive and use all available time to accomplish expected work tasks; accomplish personal business outside of work times and/or in scheduled time-off	4.3a Allow personal activities to interfere with professional responsibilities	O	W	P	NR or T
4.4 Dress for work according to the department's workplace attire guidelines, including the appropriate display of any required identification badge	4.4a Fail to conform to departmental uniform or dress-code policy, including the wearing of identification badges	O	W	S	NR or T
WORK REQUESTS & ASSIGNMENTS					
5.1 Complete all medical records in a timely fashion	5.1a Fail to complete medical records within hospital/department designated timeframe	S (as per medical records policy for residents)	S	P, NR or T	
SAFETY & RESPECT					
6.1 Demonstrate respect and concern for the safety of self and others	6.1a Fail to report immediately any accident on university, hospital, or affiliated premises involving an on-the-job injury or property damage	W	W	P or NR	
	6.1b Fail to report the abuse of university or hospital equipment	W	W	P or NR	
6.2 Obey and abide by all civil, state, and federal laws and university regulations	6.2a Commit any crime on university, hospital, or affiliated premises other than minor traffic offenses	T			
	6.2b Have unauthorized possession of weapons, explosives, or any possession of illegal drugs	T			

I acknowledge that I have read and understand the Professional Expectations-Standards of Conduct and Performance for Residents.

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Signature and Printed Name Date