

The Behaviors of **PROFESSIONALISM**

Adapts style and content of communication appropriately for each patient

Maintains composure during difficult interactions with patients

Maintains composure during difficult interactions with colleagues

Discusses patients without using inappropriate labels or comments

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

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

Solicits and values input from colleagues when appropriate

Requests help when needed

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

Takes on extra work when appropriate to help the team

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

Serves as knowledge or skill resource for others

Fulfills all nonclinical responsibilities in a timely manner

Adheres to local dress code

Elicits patient's understanding to ensure accurate communication of information

Reacts appropriately to other's lapses in conduct and performance

Provides constructive and supportive feedback appropriately

Arrives on time for scheduled activities and appointments

Makes valuable contributions during class, rounds, or meetings

Accepts constructive feedback and modifies behavior appropriately

Breaks bad news with compassion and appropriate candor

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

Provides patient care without consideration of personal benefit

Collaborates with patients/designated representatives in decision making

Allocates health care resources without bias

Advocates for the individual patient

Advocates for societal health issues

Conveys information and answers questions honestly and tactfully

Responds promptly when paged or called

Improves team effectiveness through motivation and facilitation

Admits errors and assumes personal responsibility for mistakes

Upholds ethical standards in research projects and other scholarly activities

Attributes ideas and contributions appropriately to others

Facilitates conflict resolution

Offers advice when appropriate

Demonstrates sensitivity to power asymmetries in professional relationships

Takes steps to prevent repetition of errors

Balances personal needs and patient care obligations

Engages in informal teaching and learning activities with colleagues as appropriate

Responds appropriately to help a distressed or impaired colleague

Accepts personal risk in provision of health care

Advocates for colleagues

Maintains confidentiality of patient information in public areas

Intervenes immediately when unprofessional behavior presents clear and present danger

Demonstrates appropriate boundaries for interprofessional relationships

Demonstrates appropriate boundaries for patient relationships

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

Completes assigned share of team responsibilities

Maintains a positive attitude amidst increased and unanticipated additional work

Maintains thoroughness and attention to detail

Fulfills all clinical responsibilities in a timely manner

Adheres to institutional policies and procedures

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

Uses resources effectively to ensure optimal patient care

Teaches and emphasizes tenets of professionalism when appropriate opportunities arise

Discusses colleagues without using inappropriate labels or comments

Endures inconvenience to meet patient needs

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

Discloses errors to patients when appropriate

Transmits accurate and detailed information for optimal transition of care