

# **POLICY ON PROFESSIONALISM**

## **I. Introduction**

Over the past decade, there has been an increased focus on professionalism in all aspects of medicine. The Accreditation Council on Graduate Medical Education (ACGME) requires all residents to develop competence in professionalism. The specific competency domain of professionalism states:

1. Residents must demonstrate a commitment to carrying out professional responsibilities and an adherence to ethical principles. Specifically they must demonstrate:
  - a. Compassion, integrity and respect for others
  - b. Responsiveness to patient needs
  - c. Respect for patient privacy and autonomy
  - d. Accountability to patients, society and the profession
  - e. Sensitivity and responsiveness to a diverse patient population, including but not limited to diversity in gender, age, culture, race, religion, disabilities and sexual orientation

## **II. Procedure**

2. Residents are expected behave professionally:
  - a. Accept criticism in a non-defensive manner
  - b. Demonstrate appropriate sensitivity to patients and their families
  - c. Complete tasks in a timely manner
  - d. Be available for professional responsibilities
  - e. Demonstrate honesty and integrity
  - f. Maintain a professional demeanor, including:
    - i. Have an appearance and dress that are in line with professional standards as established by departmental policies
    - ii. Exhibit respectful and courteous behaviors
    - iii. Be responsive to questions and accommodating to requests
    - iv. Express anger in a non-public and non-physical manner
    - v. Adhere to professionally accepted boundaries for patient relationships
    - vi. Conform to sexual harassment and discrimination policies
3. Unprofessional conduct, to include but not limited to the following, is unacceptable and may be subject to progressive discipline:

- a. Failure to be truthful in all circumstances
  - b. Violation of state and federal rules/laws as standards of practice
  - c. Chronic lateness and/or failure to complete tasks in a timely manner
  - d. Rudeness
  - e. Disregard for other team members
  - f. Disrespect for authority
  - g. Inappropriate behavior with patients, families or other members of the health care team
  - h. Public or physical displays of anger
  - i. Failure to follow up on clinical activities
  - j. Abuse of power
  - k. Failure to respect policies of the University of Nevada Las Vegas School of Medicine and affiliated hospitals
  - l. Inappropriate use of social media
  - m. Use of personal email for sending UNLV SOM business
  - n. Unexplained absences
  - o. Failure to adhere to institutional dress standards
4. Unprofessional behavior is grounds for disciplinary academic and/or punitive action(s) as stated in Item II.B. above.
- a. Program directors will investigate complaints and prescribe performance improvement if indicated.
  - b. Persistent problems will be brought before the programs' specific evaluation group for recommendations and additional remediation.
  - c. Should unprofessional behaviors continue and fail to be improved at the previous two levels, residents will be brought before the GMEC's Resident Performance Review Committee for a hearing.