

## PROFESSIONALISM

Residents must demonstrate a commitment to carrying out professional responsibilities, adherence to ethical principles, and sensitivity to a diverse patient population.

Please refer to the following benchmarks and list of potential assessment tools as you evaluate resident competence

### Potential assessment tools used in determining competence:

- Case-based module
- Chart stimulated recall
- Checklist of live/recorded performance
- Direct observation of benchmark
- Global rating of live/recorded performance
- Objective structured clinical examination (OSCE)
- Patient/parent survey
- Portfolio
- Record review
- Simulations and models
- Standardized oral examination
- Standardized patient examination
- Written examination

**Competency: Demonstrate respect, compassion, and integrity; a responsiveness to the needs of patients and society that supercedes self-interest; accountability to patients, society, and the profession; and a commitment to excellence and on-going professional development.**

### Knowledge/Skills/Attitudes Benchmarks:

- Identifies important roles physicians play in society (e.g. school board members, public health administrators, among others)
- Discusses the role of peer review as it relates to professional accountability
- Demonstrates the defining attributes of the medical professional, including:
  - Acts with honesty and integrity (being truthful, keeping one's word, meeting commitments and being forthright in interactions with patients, peers, and supervisors)
  - Shows reliability and responsibility (being responsible for and accountable to others, admitting error, honoring, and completing assigned duties)
  - Shows respect for others in all spheres of contact and regard for others' worth and dignity
  - Provides compassion and empathy by listening attentively and responding humanely to concerns of patients and their families
  - Strives for self-improvement so as to provide the highest quality of health care through life-long learning and education
  - Indicates self-awareness and a knowledge of one's own limits by recognizing the need for guidance and supervision and through use of self-evaluation tools
  - Communicates and collaborates with others (members of the health care team and patient caregivers/families) to provide the best care for patients
  - Practices altruism and advocacy by displaying an unselfish regard for and devotion to the welfare of patients and their families
- Interacts with patients, staff, colleagues, and other health professionals in a respectful manner to include appropriate dress, verbal and non-verbal behavior
- Demonstrates a commitment to on-going professional development through regular attendance at conferences and reading medical literature
- Responds positively to constructive criticism by improving behavior and/or skills

**Competency: Demonstrate a commitment to ethical principles pertaining to provision or withholding of clinical care, confidentiality of patient information, informed consent, and business practices.**

**Knowledge/Skills/Attitudes Benchmarks:**

- Recognizes ethical dilemmas and utilizes consultation from the hospital's ethics committee appropriately
- Adheres to the laws and rules governing the confidentiality of patient information
- Obtains proper informed consent from patient or family member/legal guardian, recognizing the situational need for determining competence
- Engages in ethical business practices

**Competency: Demonstrate sensitivity and responsiveness to a diverse patient population, including, but not limited to diversity in gender, age, culture, race, religion, disabilities and sexual orientation.**

**Knowledge/Skills/Attitudes Benchmarks:**

- Recognizes the impact that characteristics such as culture, age, gender, and disability has on patient care, preferences/perceptions, and outcomes
- Demonstrates recognition of the cultural issues that can play an important role in how patients perceive the need for health care
- Considers the impact of disability on a patient's life and that of the family