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POLICY	
<b>PURPOSE</b>	It is the policy of the MHS Graduate Medical Education program that its residents conduct themselves with the highest level of professionalism, resolve conflicts in an appropriate manner, and refrain from engaging in unethical, disrespectful, or disruptive behavior at all times.
<b>SCOPE</b>	<p>The policy applies to all MHS-sponsored GME residency training programs, both accredited and non- accredited. The term "resident" refers to all medical graduate trainees (interns, residents, fellows) in all postgraduate GME training programs sponsored by MHS.</p> <p><i>Note:</i> In addition to being subject to specific policies and procedures required by all applicable accrediting bodies, GME Residents are also subject to policies and procedures applicable to MHS employees generally and enjoy those benefits of employment applicable to MHS employees of comparable classification.</p>
<b>ACRONYMS</b>	ACGME — Accreditation Council for Graduate Medical Education CAO — Chief Academic Officer CMO (H) – Chief Medical Officer of individual hospitals in MHS CMO (S) – Chief Medical Officer of MHS CPME – Council on Podiatric Medicine DIO — Designated Institutional Official GMEC — Graduate Medical Education Committee MHS — Memorial Healthcare System OAA — Office of Academic Affairs PD — Program Director RRC — Resident Review Committee
<b>DEFINITIONS</b>	<p>Professionalism: One of the six Accreditation Council for GME (ACGME) core competencies in which residents must demonstrate proficiency in order to successfully complete their GME program and enter the independent practice of their specialty. Components of professionalism include:</p> <p>i. Honesty/integrity refers to a consistent regard for the highest standards of behavior and the refusal to violate one's personal and professional codes. Honesty and integrity imply being fair, being truthful, keeping one's word, meeting commitments, and being forthright in interactions with patients, peers, and in all professional work, whether through documentation, personal communication, presentations, research, or other aspects of interaction. Honesty and integrity require awareness of situations that may result in conflict of interest or that result in personal gain at the expense of the best interest of the patient.</p> <p>ii. Reliability/responsibility means being responsible for and accountable to others, including accountability to patients and their families, to society to ensure that the public's needs are addressed, and to the medical profession to ensure that the ethical precepts of practice are upheld. Inherent in responsibility is reliability in completing assigned duties or fulfilling commitments. There must also be a willingness to accept responsibility for errors.</p>

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	<p>iii. Respect for others extends to all spheres of contact, including but not limited to patients, families, other physicians, and professional colleagues, including nurses, residents, fellows, and medical students. Residents must treat all persons with respect and with regard for their individual worth and dignity. They must be fair and nondiscriminatory and be aware of emotional, personal, family, and cultural influences on patient well-being (inclusive of healthcare disparities) and patients' rights and choices of medical care. It is also a professional obligation to respect patient confidentiality and privacy.</p> <p>iv. Compassion/empathy means listening attentively and responding humanely to the concerns of patients and family members. Appropriate empathy for and relief of pain, discomfort, and anxiety should be part of the daily practice of medicine.</p> <p>v. Self-improvement is the pursuit of and commitment to providing the highest quality of health care through life-long learning and education. Residents must seek to learn from errors (pertaining to the ACGME core competency of practice-based learning) and aspire to excellence through self-evaluation and acceptance of the critiques of others.</p> <p>vi. Self-awareness/knowledge of limits includes recognition of the need for guidance and supervision when faced with new or complex responsibilities. Residents must also be insightful regarding the impact of their behavior on others and cognizant of appropriate professional boundaries.</p> <p>vii. Communication/collaboration means working cooperatively and communicating effectively and professionally with patients and their families and with all health care providers in the clinical learning environment; maintaining professional standards when engaging in social media communications.</p> <p>viii. Altruism/advocacy refers to an unselfish regard for and devotion to the welfare of others and is a key element of professionalism. Self-interest or the interests of other parties should not interfere with the care of patients and their families.</p>
<b>PROCEDURES</b>	<p>The program director, in partnership with the Sponsoring Institution, will provide a culture of professionalism that supports patient safety and personal responsibility.</p> <p>Residents and faculty members must demonstrate an understanding of their personal role in the:</p> <ul style="list-style-type: none"> <li>• Provision of patient- and family-centered care;</li> <li>• Safety and welfare of patients entrusted to their care, including the ability to report unsafe conditions and adverse events;</li> <li>• Assurance of their fitness for work, including             <ul style="list-style-type: none"> <li>○ Management of their time before, during, and after clinical assignments; and, Completion of tasks in a timely manner (both clinical and administrative)</li> </ul> </li> </ul>

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- Recognition of impairment, including from illness, fatigue, and substance use, in themselves, their peers, and other members of the health care team
- Commitment to lifelong learning;
- Monitoring of their patient care performance improvement indicators; and
- Accurate reporting of clinical and educational work hours, patient outcomes, and clinical experience data.

All residents and faculty members must demonstrate responsiveness to patient needs that supersedes self-interest. This includes the recognition that under certain circumstances, the best interests of the patient may be served by transitioning that patient's care to another qualified and rested provider.

All residents and faculty will adhere to educating and evaluating professionalism as per all accrediting bodies core clinical competencies and Common Program Requirements.

#### **Professional Conduct**

Residents and faculty must adhere to all MHS policies relating to professional conduct, including but not limited to:

- *Standards of Behavior* - Display compassion, integrity and respect for others, including patients, families, and all members of the care team.
- *Code of Conduct* – Maintain the highest level of professional conduct and ethics.
- *Dress Code* - Maintain a professional appearance in the work environment.
- *Attendance and Punctuality* - Arrive on time for shifts and assignments; respond to all tasks and deadlines promptly.
- *Harassment & Anti-Retaliation* - Understand and accept that bias based on race, color, gender, religion, national origin, disability, marital status, sexual orientation, disabled and Vietnam era veteran status, age, pregnancy, genetic information, and any other categories protected by applicable federal, state or local law, ordinance or rule is strictly prohibited.
- *Social Media* - Maintain appropriate standards in all social media postings with clear demarcations between personal and professional lives. Protect personal and professional reputation when posting, commenting, or contributing to collaborative projects. Adhere to the MHS Social Media Policy.
- *Patient Privacy* - Respect and safeguard patient privacy.

**Unprofessional conduct, to include but not limit to the following, is unacceptable and may be subject to progressive discipline:**

- Failure to be truthful in all circumstances
- Violation of state and federal rules/laws as standards of practice
- Chronic tardiness and/or failure to complete tasks in a timely manner

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	<ul style="list-style-type: none"> <li>• Rudeness</li> <li>• Disregard for other team members</li> <li>• Disrespect for authority</li> <li>• Disrespectful communication with administration, clinical and nursing staff</li> <li>• Inappropriate behavior with patients, families or members of the health care team</li> <li>• Public or physical displays of anger</li> <li>• Failure to follow up on clinical activities</li> <li>• Inappropriate use of social media</li> <li>• Tardiness, Unexplained absences, or absences taken without proper notice</li> </ul>
<b>REFERENCES</b>	ACGME Institutional Requirements effective July 2022 ACGME Common Program Requirements effective July 2023 ACGME Program Specific Requirements – most recent as per RRC specialty GME — Renewal and Promotion GME — Disputes and Complaints GME — Provision of Resident Agreement MHS – Standards of Behavior MHS – Code of Conduct MHS – Social Media Guidelines for MHS Workforce
<b>ORIGINAL ISSUE DATE</b>	July 2017
<b>REVIEW/REVISION DATES</b>	June 2020, August 2024, January 2025
<b>POLICY OWNER</b>	<p><b>Office of Academic Affairs</b></p> <p>If any of the statements contained in this policy conflict with any verbal statements or agreements made by any representatives of MHS, then the statements contained in this policy shall control the outcome of any such conflict.</p> <p>Memorial reserves the right to modify this policy in whole or in part, at any time, at the discretion of the Healthcare System or as required by applicable law, regulation, or governing/accrediting body.</p> <p>Employees who have questions regarding information contained in this policy should contact the Office of Academic Affairs.</p> <p>This policy is intended to supplement standard MHS Human Resources (“HR”) policies. To the extent that this policy conflicts with any MHS HR policy, the standard HR policy shall govern and control.</p>