

**POLICIES AND  
PROCEDURES****Graduate Medical Education Policy  
for Professionalism at Texas Health Resources**

**PURPOSE:** To provide guidelines and define the Graduate Medical Education policy for Professionalism at Texas Health Resources sponsored training programs. This policy is in line with the most up-to-date ACGME common program and institutional requirements.

**SCOPE:** All medical students, residents and fellows (hereafter all will be referred to as trainees) employed by Texas Health Resources.

**PROVISIONS:** Texas Health Resources, in partnership with the program director(s) of its ACGME-accredited program(s):

- Will promote and facilitate a culture of professionalism that supports patient safety and personal responsibility
- Educate trainees and faculty members regarding professional responsibilities of physicians, including obligation to be appropriately rested and fit to provide the care required by the patient.

Texas Health Resources, as the Sponsoring Institution, will provide systems for education in and monitoring of:

- Trainees' and core faculty members' fulfillment of educational professional responsibilities, including scholarly pursuits; and,
- Accurate completion of required documentation by trainees

Texas Health Resources will ensure that each of its ACGME-accredited training programs provides a professional, respectful, and civil environment that is free from unprofessional behavior, including mistreatment, abuse, and/or coercion of trainees, other learners, faculty members, and staff members.

- Texas Health Resources, in partnership with its ACGME-accredited programs, must have a process for education of trainees and faculty members regarding unprofessional behavior, and a confidential process for reporting, investigating, monitoring and addressing such concerns.

Each ACGME-accredited program, in partnership with its sponsoring institution, are required to educate trainees and faculty members concerning the professional responsibilities of physicians, including their obligation to be appropriately rested and fit to provide the care required by their patients

The learning objectives of the program must:

- Be accomplished through an appropriate blend of supervised patient care responsibilities, clinical teaching, and didactic educational events;
- Be accomplished without excessive reliance on trainees to fulfill non-physician obligations; and,
- Ensure manageable patient care responsibilities.
- Include any additional requirements specified by the program's Review Committee.

The Program Director of each ACGME-accredited program, in partnership with the Sponsoring Institution, must promote, facilitate, and provide a culture of professionalism that supports patient safety and personal responsibility.

Trainees and faculty, must demonstrate an understanding of their personal role in the:

- Provision of patient- and family-centered care;
- Safety and welfare of patients entrusted to their care, including the ability to report unsafe conditions and adverse events;
- Assurance of their fitness for work, including:
  - Management of their time before, during, and after clinical assignments; and,
  - 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 trainees 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.

Each ACGME-accredited Program, in partnership with their Sponsoring Institution, must provide a professional, equitable, respectful, and civil environment that is free from discrimination, sexual and other forms of harassment, mistreatment, abuse, or coercion of trainees, faculty, and staff.

Each ACGME-accredited Program, in partnership with their Sponsoring Institution, have a process for education of trainees and faculty regarding unprofessional behavior and a confidential process for reporting, investigating, and addressing such concerns. These will be provided to the trainees and faculty on an annual basis, during orientation/beginning of the training program.

All trainees participating in an ACGME-accredited Program sponsored by Texas Health Resources, must demonstrate a commitment to carrying out professional responsibilities and an adherence to ethical principles. Specifically, they must demonstrate:

- Compassion, integrity and respect for others;

- Responsiveness to patient needs;
- Respect for patient privacy and autonomy;
- Accountability to patients, society and the profession; and
- Sensitivity and responsiveness to a diverse patient population, including but not limited to diversity in gender, age culture, race, religion, disabilities, and sexual orientation.

Each sponsored ACGME-accredited Program will establish Overall Goals and Objectives and rotation specific Goals and Objectives which clearly outline standards for Professionalism.

All trainees are expected to behave professionally:

- Accept criticism in a non-defensive manner
- Demonstrate appropriate sensitivity to patients and their families
- Complete tasks in a timely manner (both clinical and administrative)
- Be available for professional responsibilities
- Demonstrate honesty and integrity
- Maintain professional demeanor, including:
  - Have an appearance and dress that are in line with professional standards as established by departmental policies
  - Exhibit respectful and courteous behaviors
  - Be responsive to questions and accommodating to requests
  - Express anger in a non-public and non-physical manner
  - Adhere to professionally accepted boundaries for patient relationships
  - Conform to sexual harassment and discrimination policies
- Comply with all requirements set forth by the Texas Health Resources, and program-specific, GME policies and procedures.

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
- Rudeness
- Disregard for other team members
- Disrespect for authority
- Inappropriate behavior with patients, families or other members of the health care team
- Public or physical displays of anger
- Failure to follow up on clinical activities
- Abuse of Power
- Failure to respect/abide by policies of Texas Health Resources and any hospital affiliates.
- Inappropriate use of social media
- Use of personal email for sending Texas Health Resources business
- Unexplained absences
- Failure to adhere to departmental dress standards

Unprofessional behavior is grounds for disciplinary academic and/or punitive action(s):

- Program directors will investigate complaints and prescribe remediation if indicated.
- Persistent problems will be brought before the programs' specific evaluation group for recommendations and additional remediation (i.e. Clinical Competency Committee).
- Should unprofessional behaviors continue and fail to be remediated at the previous two levels, residents will be brought before the GMEC for a hearing.