Residents and fellows must perform in a professional manner that supports patient safety and demonstrates personal responsibility.

**PURPOSE**

This policy provides guidance to the residents and fellows in development of professionalism directed towards safe and effective patient care and their personal responsibility for it.

**PROCEDURE**

1. Residents and fellows must demonstrate a commitment to carrying out professional responsibilities and an adherence to ethical principles as demonstrated by:
   a) compassion, integrity, and respect for others;
   b) responsiveness to patient needs that supersedes self interest;
   c) respect for patient privacy and autonomy;
   d) accountability to patients, society and the profession; and,
   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.

2. The programs and sponsoring institution must educate residents and faculty members concerning the professional responsibilities of physicians to appear for duty appropriately rested and fit to provide the services required by their patients.

3. The program must be committed to and responsible for promoting patient safety and resident well-being in a supportive educational environment.

4. The program director must ensure that residents are integrated and actively participate in interdisciplinary clinical quality improvement and patient safety programs.

5. The learning objectives of the program must:
   a) be accomplished through an appropriate blend of supervised patient care responsibilities, clinical teaching, and didactic educational events; and,
b) not be compromised by excessive reliance on residents to fulfill non-physician service obligations.

6. The program director and institution must ensure a culture of professionalism that supports patient safety and personal responsibility. Residents and faculty members must demonstrate an understanding and acceptance of their personal role in the following:

   a) assurance of the safety and welfare of patients entrusted to their care;

   b) provision of patient-and family-centered care;

   c) assurance of their fitness for duty;

   d) management of their time before, during, and after clinical assignments;

   e) recognition of impairment, including illness and fatigue, in themselves and in their peers;

   f) attention to lifelong learning;

   g) the monitoring of their patient care performance improvement indicators;

   h) honest and accurate reporting of duty hours, patient outcomes, and clinical experience data;

   i) timely and accurate completion of medical records.

   j) appropriate utilization of templates and copying functionality in the electronic health record.

7. All residents and faculty members must demonstrate responsiveness to patient needs that supersedes self-interest. Physicians must recognize 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.

8. The following specific requirements for professionalism must be adhered to by the resident while at the University of Toledo Medical Center.

   • Residents shall, at all times, be attired in a professionally appropriate manner, in accordance with Institutional Dress Code policy 3364-25-06. Specific details will be defined by the residency program and provided to the resident.

   • Residents must follow University Toledo Medical Center policy regarding the wearing of scrubs and other hospital attire.

   • Identification badges with photos must be worn at all times and be clearly visible while on duty.

   • All hospital personnel, patients and their visitors will be treated and addressed with courtesy. Actions or remarks which are or which may be interpreted as being discriminatory on the basis of race, color, national origin, sex, age, handicapping condition or religion are absolutely forbidden. Harassment of any type will be dealt with appropriately.

   • Depending upon the unit, it is strongly advised that the writing of orders and performance of procedures requiring nursing assistance be arranged to avoid conflict with the nursing schedules.

   • It is imperative to remember that academic discussions and teaching rounds may be inappropriate within the confines of patient care areas. Arrangement should be made to assure that teaching activities do not interfere with normal nursing activities or compromise patient confidentiality.
• The discussions of professional or patient care issues on the elevators and in other public places shall be avoided at all times. Attention should also be given to protecting the patient’s privacy and confidentiality in semi-private rooms where other patients and visitors may be present.

• Residents must comply with the requirements and utilization of the electronic health record in accordance with the institutional Electronic Health Record (EHR) – Use of Templates and Copying Functionality Policy 3364-100-53-26; which details acceptable use of copy and reset button procedures, appropriate documentation by provider, and definition of terms.

• Residents must complete medical records in a timely and accurate manner in accordance with the institutional Medical Record Delinquency Policy 3364-87-03. The GMEC will review the medical record delinquency reports on a monthly basis. The following action will occur if residents are delinquent in completing their medical records as provided by Health Information Management (HIM):

  i. **Warning Status:** Resident will be placed on Warning Status by the Associate Dean of Graduate Medical Education if the resident has delinquent medical records during the month. The resident will remain on Warning Status for one (1) month and will be removed from Warning Status the following month if no further medical records become delinquent during that time.

  ii. **Probation Status:** Resident will be placed on Probation Status by the Associate Dean of Graduate Medical Education if the resident has been on Warning Status for delinquent medical records three (3) times during a rolling six (6) month period. The resident will remain on Probationary Status for three (3) months while their medical record completion will be closely monitored. If the resident continues to be non-compliant, additional adverse action may be taken against the resident, including, but not limited to, dismissal from the program based upon non-professional behavior.

9. When the residents are rotating at other educational sites, he/she must follow the policies and procedures at those sites for professionalism, patient safety, and medical record completion.

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<tr>
<th>Approved By:</th>
<th>Policies Superseded by This Policy:</th>
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<tr>
<td>Chairman, Graduate Medical Education Committee</td>
<td>• None</td>
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<tr>
<td>Dean, College of Medicine and Life Sciences</td>
<td>Initial effective date: 8/01/97</td>
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**Review/Revision Completed by:**

Graduate Medical Education Committee

**Next review date:** 9/2017

**Note:** The printed copy of this policy may not be the most current version; therefore, please refer to the policy website ([http://utoledo.edu/policies](http://utoledo.edu/policies)) for the most current copy.