



UCF/HCA GME Consortium Professionalism Policy



Goal: The purpose of this policy is to promote professionalism in Trainees (as defined below) and to promote a quality clinical learning environment that provides safe and effective patient care (CPR IV.B.1.a. ; VI.B.1).

Policy Summary: Residents and fellows (collectively, Trainees), as well as faculty, must have sound moral character and demonstrate a commitment to professionalism and an adherence to ethical principles. Trainees are accountable to patients, other health care professionals, and society. Trainees and faculty have a professional duty to maintain an environment that promotes the safe care of patients and fosters learning.

Policy:

1. **Professionalism Competencies:** Trainees and faculty are accountable to patients, society and their profession. Trainees and faculty must demonstrate compassion, integrity and respect for others. Responsiveness to patient needs must supersede self-interest. Trainees and faculty must respect the dignity and rights of others, including patient privacy and autonomy. They must respect and be responsive to diverse patient populations, including but not limited to variation in gender, age, sexual orientation, culture, national origin, race, religion, socioeconomic status, disabilities. In addition, Trainees and faculty must similarly maintain a professional and respectful attitude toward colleagues and other staff and faculty at University of Central Florida (UCF), hospital sites, and other clinical rotation sites.
2. **Well-being and fitness for clinical duties:** Trainees and faculty must recognize fitness for duty and develop a plan for their own professional and personal well-being. They are responsible for arriving to clinical assignments adequately rested and ready to care for patients. The UCF/HCA GME Consortium and each program educate Trainees on fatigue mitigation and provide Trainees the ability to transition a patient's care to another qualified individual if they do not feel they are fit for duty. Trainees must learn to recognize impairment (including illness, fatigue, substance use) in themselves and other members of the healthcare team.
3. **Conflict or duality of interest:** Trainees must appropriately address any conflicts or duality of interest. Trainees must complete Conflict of Interest forms upon hire and annually through UCF. Trainees are also expected to follow the UCF College of Medicine Industry Relations Policy.
4. **Confidentiality:** Trainees may have access to confidential information on patients, employees, other practitioners and staff, as well as third parties. Trainees must never use or disclose information that violates privacy rights of patients and must observe all applicable laws and hospital and university policies related to other information.
5. **Behavior and conduct:** Trainees should conduct themselves in a professional manner and refrain from unethical, disrespectful or disruptive behaviors. Trainees must abide by and follow behavior and conduct standards of each rotation site, UCF, and the HCA Code of Conduct. Trainees must follow UCF, UCF/HCA Graduate Medical Education (GME) consortium, and hospital educational and clinical policies and procedures.
6. **Reporting:**
 - a. Trainees are expected to report disruptive behavior, discrimination or harassment that is directed at them or others to the program director, or local or consortium GME leadership or through confidential mechanisms in MedHub. See UCF/HCA Consortium Policy regarding resident advisory committee(forum) and

trainee complaints, concerns for details. Discrimination and harassment issues generally involve the UCF Office of Institutional Equity.

- b. Trainees are encouraged to report unsafe conditions and adverse patient events that occur in clinical rotations established hospital or clinical rotation site policies and processes. Trainees should express concerns about others' fitness for work in accordance with UCF and participating sites' policies.
 - c. Trainees are expected to report ethics and compliance issues to either UCF or through hospital or rotation site procedures, depending on the nature of the issue.
 - d. Trainees who report safety issues, ethics and compliance issues, or disruptive and/or unethical behavior will be protected from any form of retaliation/retribution.
 - e. The UCF IntegrityLine is a secure reporting system administered by an independent third party, NAVEX Global. The Integrity Line is available 24 hours a day, 365 days a year, and is available at www.ucfintegrityline.com, or by calling 1-855-877-6049 toll-free.
7. Discipline: Unprofessional behavior by other trainees is unacceptable and may be grounds for disciplinary action, including termination from the training program.

Examples of Professional Behavior

- Clearly identifies oneself to patient and staff
- Maintains a clean, neat, and professional appearance
- Maintains composure
- Treats patients and their families with respect and dignity
- Collaborates with other members of the healthcare team and treats them with respect
- Answers questions and explains the patient's plan of care to patient, and other healthcare team members
- Answers phone calls, messages and pages in a timely and courteous manner
- Appreciates and respects cultural and religious differences of others
- Responds truthfully in verbal and written communications
- Communicates differences in opinion respectfully and in the appropriate forum
- Reports on time for shifts, meetings and appointments
- Keeps patient information confidential

Examples of Disruptive or Unprofessional Behavior: Trainee exhibits:

- Verbal outbursts
- Conduct that could be characterized as harassment or discrimination
- Insults, verbal comments or criticism intended to belittle or berate others
- Arguing in front of patients and families
- Physical actions that threaten others, such as throwing or knocking down objects
- Inappropriate physical touching or contact
- Inappropriate communication of protected healthcare information whether in verbal, written or electronic format
- Offensive remarks about other healthcare providers or facilities
- Illegal activities
- Other disruptive or unprofessional behaviors (this is not an all-inclusive list)