

## UCF/HCA Florida Healthcare GME Professionalism Policy

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

**Policy Summary:** Physician learners and faculty must have sound moral character and demonstrate a commitment to professionalism and an adherence to ethical principles. Physician learners are accountable to patients, other health care professionals, and society. Physician learners and faculty have a professional duty to maintain an environment that promotes the safe care of patients and fosters learning.

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**Policy:**

1. **Professionalism Competencies:** Physician learners and faculty are accountable to patients, society and their profession. Physician learners and faculty must demonstrate compassion, integrity and respect for others. Responsiveness to patient needs must supersede self-interest. Physician learners 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, Physician learners 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:** Physician learners 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 Healthcare GME Consortium and each program educate physician learners on fatigue mitigation and provide physician learners the ability to transition a patient's care to another qualified individual if they do not feel they are fit for duty. Physician learners 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:** Physician learners must appropriately address any conflicts or duality of interest. Physician learners must complete Conflict of Interest forms upon hire and annually through UCF. Physician learners are also expected to follow the UCF College of Medicine Industry Relations Policy.
4. **Confidentiality:** Physician learners may have access to confidential information on patients, employees, other practitioners and staff, as well as third parties. Physician learners 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. **Professionalism and patient safety include accurate and timely charting.** All patient charts should be completed within the expected timeframe set forth by hospital and program policy. Typically, this would mean that charts are expected to be completed within 48 hours, but the expectation may vary by location and/or clinical service. Charts are expected to accurately reflect the patient encounter and medical decision making. Incomplete or inaccurate charts should never be signed or sent to the attending as this poses a patient safety concern. Incomplete charts should always be saved in a "draft" format.

6. Behavior and conduct: Physician learners should conduct themselves in a professional manner and refrain from unethical, disrespectful or disruptive behaviors. Physician learners must abide by and follow behavior and conduct standards of each rotation site, UCF, and the HCA Code of Conduct. Physician learners must follow UCF, UCF/HCA Healthcare Graduate Medical Education (GME) consortium, and hospital educational and clinical policies and procedures.
7. Reporting:
  - a. Physician learners 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 physician learner complaints, concerns for details. Discrimination and harassment issues generally involve the [Office of Nondiscrimination & Accommodations Compliance \(ONAC\)](#).
  - b. Physician learners are encouraged to report unsafe conditions and adverse patient events that occur in clinical rotations established hospital or clinical rotation site policies and processes. Physician learners should express concerns about others' fitness for work in accordance with UCF and participating sites' policies.
  - c. Physician learners 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. Physician learners 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 Integrity Line 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](http://www.ucfintegrityline.com), or by calling 1-855-877-6049 toll- free.
8. Discipline: Unprofessional behavior by any physician learners is unacceptable and may be grounds for disciplinary action, including termination from the training program.

#### Examples of Professional Behavior

- Clearly identify 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

- 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 touch 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)