POLICY NAME: Code of Conduct

EFFECTIVE DATE: 08/22/2013
APPROVAL DATE:

RESPONSIBLE PARTY: Faculty and Staff Affairs
REVISION DATE:

APPLIES TO: College of Medicine
NEXT REVIEW DATE: 07/13/2017

POLICY:

The CMU College of Medicine expect all members of the College to be outstanding role models for students, residents, junior faculty and staff, as well as excellent colleagues for their peers. Therefore, the following expectations of conduct have been adopted.

General Conduct

- Deans, faculty and other College of Medicine leaders are role models for their peers and co-workers and as representatives outside the institutions.
- All deans, faculty, and staff are expected to demonstrate the highest level of conduct, in the mode of servant-leadership.
- All deans, faculty, and staff are expected to follow our stated values in making decisions and in working with our colleagues, students, patients, and members of the community.
- Our conduct is guided by the Leadership Behaviors
  1. Focus our attention on the activity on hand
  2. Be honest and sensitive to the needs of others
  3. Be generous with one’s time
  4. Model high performance
     - Do right things
     - Do things right
  5. Respect and use the wisdom of the team
  6. Be open and receptive; seek understanding
  7. Be the change you wish to see in the world
  8. Have crucial, courageous and timely conversations
  9. Clear, timely and specific performance expectations and feedback
  10. Seek and provide coaching and mentoring
  11. Empower to make effective, appropriate and participative
  12. Practice good project management
Educational/Research Code of Conduct

- Completion of evaluations of student performance in a complete and timely manner.
- Respectful communication, stating information utilizing professional language inside and outside the classroom and research laboratory.
- Promotion of and adherence to regulatory research standards.
- Promotion of and adherence to ethical conduct of research.

Clinical Code of Conduct

- Working cooperatively and respectfully with patients, families, and all other clinicians and support personnel within the College of Medicine and its practice sites.
- Respectful communication stating essential information without verbal or physical intimidation.
- Discussion of perceived inadequate performance by another staff member with the staff member's supervisor. If there is immediate danger to a patient because of a staff member's action, it is expected that direct discussion with personnel take place giving all facts in a clear, non-intimidating manner to immediately correct the inappropriate action. The faculty member must then promptly discuss the event and actions with the appropriate supervisor.
- The faculty member will perform all duties within stated timelines, such as, completion of medical records as soon as possible and in accordance with the College of Medicine policies and/or applicable medical staff bylaws, to provide continuity of care. If for physical or mental reasons a physician is unable to perform these duties, the discipline chair, and the Associate Dean for Clinical Affairs should be notified.
- Faculty must voluntarily remove themselves from patient care duties if affected by physical or mental impairment, such as drug or alcohol use. Other staff members are obligated to report unsafe clinician behavior.
- Confidential patient records must not be accessed or information shared unless the staff or faculty member has specific patient care responsibilities for that patient, or has an assigned appropriate quality, educational, or research role.
- Any potential or actual conflict of interest must be promptly disclosed to committee chairs and/or discipline chairs so that appropriate management can occur. Faculty should not directly endorse medical products to the general public.

Faculty leaders will work to improve individual and aggregate faculty performance through providing appropriate measurement of these expectations that provides positive and constructive feedback so each physician has the opportunity to grow and develop in his or her capabilities to provide outstanding patient care and valuable contributions.
**Patient Care:** Practitioners are expected to provide patient care that is compassionate, appropriate, and effective for the promotion of health, prevention of illness, treatment of disease and at the end of life as evidenced by the following:

1. Achieve patient outcomes that consistently meet or exceed generally accepted medical staff standards as defined by severity adjusted data, medical literature, and peer review activities.
2. Demonstrate caring and respectful behaviors when interacting with patients and their families.
3. Assure that each patient is evaluated by a physician as defined in the bylaws, rules and regulations and document findings in the medical record at that time.
4. Make clinical decisions based on accurate patient information, patient preferences and available scientific evidence using sound clinical judgment to develop and carry out patient management plans.
5. Counsel and educate patients and their families where appropriate in compliance with patient consent.
6. Cooperate with appropriate hospital efforts to implement methods to systematically enhance disease prevention and improve outcomes.
7. Address end-of-life issues in the patient care plan when appropriate to a patient’s condition.
8. If applicable, supervise residents, students and allied health professionals to assure patients receive the highest quality of care.

**Medical Knowledge:** Practitioners are expected to demonstrate knowledge of established and evolving biomedical, clinical and social sciences, and the application of their knowledge to patient care and the education of others as evidenced by the following:

1. Maintain ongoing medical education and board certification as appropriate for each specialty.
2. Use evidence-based guidelines when available, as recommended by the appropriate specialty, in selecting the most effective and appropriate approaches to diagnosis and treatment.
3. Demonstrate appropriate technical skills and medical knowledge using medical simulation technology where appropriate.
Practice Based Learning and Improvement: Practitioners are expected to be able to use scientific evidence and methods to investigate, evaluate, and improve patient care as evidenced by the following:

1. Review your individual and specialty data for all general competencies and utilize this data for self-improvement to continuously improve patient care.
2. Respond in the spirit of continuous improvement when contacted regarding concerns about patient care.
3. Use information technology to manage information and access on-line medical information.
4. Facilitate the learning of students, trainees and other health care professionals.

Interpersonal and Communication Skills: Practitioners are expected to demonstrate interpersonal and communication skills that enable them to establish and maintain professional relationships with patients, families, and other members of health care teams as evidenced by the following:

1. Communicate effectively with other physicians and caregivers, patients and their families through appropriate oral and written methods to ensure accurate transfer of information according to hospital policies.
2. Work effectively with others as a member or leader of a health care team or other professional group.
3. Maintain medical records consistent with the College of Medicine policies and/or the appropriate medical staff bylaws, rules, regulations and policies.

Professionalism: Practitioners are expected to demonstrate behaviors that reflect a commitment to continuous professional development, ethical practice, an understanding and sensitivity to diversity, and a responsible attitude toward their patients, their profession, and society as evidenced by the following:

1. Act in a professional, respectful manner at all times and adhere to the College of Medicine Citizenship/Code of Conduct.
2. Respond promptly to requests for patient care needs.
3. Address disagreements in a constructive, respectful manner away from patients or other non-involved caregivers.
4. Respect patient rights by discussing unanticipated adverse outcomes with patients and/or appropriate family members.
5. Follow ethical principles pertaining to provision or withholding of clinical care, confidentiality of patient information, informed consent, and business practices
6. Utilize sensitivity and responsiveness to culture, age, gender, and disabilities for patients and staff.
7. Make positive contributions to the medical staff by participating actively in medical staff functions and serving when requested
8. Participate in emergency call as defined in the bylaws, rules and regulations.

**Systems Based Practice:** Practitioners are expected to demonstrate both an understanding of the contexts and systems in which health care is provided, and the ability to apply this knowledge to improve and optimize healthcare as evidenced by the following:

1. Comply with hospital efforts and policies to maintain a patient safety culture, reduce medical errors, meet national patient safety goals and improve quality.
2. Ensure timely and continuous care of patients by clear identification of covering physicians and by availability through appropriate and timely electronic communication systems.
3. Provide quality patient care that is cost effective by cooperating with efforts to appropriately manage the use of valuable patient care resources.
4. Cooperate with guidelines for appropriate hospital admission, level of care transfer, and timely discharge to outpatient management when medically appropriate.

*The College of Medicine reserves the right to make exceptions, modify or eliminate this policy and or its content. This document supersedes all previous policies, procedures or guidelines relative to this subject.*