

## **Expectations of Attending Physicians Granted Privileges at Saint Francis Memorial Hospital**

This document describes the expectations that physicians have of each other as members of our Medical Staff. The expectations described below reflect current Medical Staff bylaws, Rules and Regulations, policies and procedures and organizational policies. This document is designed to bring together the most important issues found in those documents and key concepts reflecting our Medical Staff's culture and vision.

Medical Staff leaders will work to improve individual and aggregate Medical Staff performance through non-punitive approaches and by providing appropriate positive and constructive feedback that allows each physician the opportunity to grow and develop in his or her capabilities to provide outstanding patient care and valuable contributions to our hospital.

**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 comparative data and targets, medical literature and results of peer review activities.
2. Provide appropriate patient care that consistently meets or exceeds generally accepted Medical Staff standards as defined by comparative data and targets, medical literature and results of peer review activities.
3. Assure that each patient is evaluated by a physician and progress notes are recorded at least on a daily basis or more often as necessary but at least daily and document findings in the medical record at that time.
4. Cooperate with hospital efforts to implement methods to systematically enhance disease prevention.
5. Provide for patient comfort, including prompt and effective management of acute and chronic pain according to medically appropriate standards.
6. Honor patient desires and discuss end-of-life issues when appropriate to a patient's condition, including advance directives and patient and family support, and use Bioethics Committee consultation as needed.

**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 use of evidence-based guidelines when available, as recommended by the appropriate specialty, in selecting the most effective and appropriate approaches to diagnosis and treatment.

**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 of individual and specialty data for all dimensions of performance and utilize this data to 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, access on-line medical information; and support one's own continuing education

**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 clearly with other physicians and caregivers, patients and their families through appropriate oral and written methods to ensure accurate transfer of information.

2. Maintain medical records consistent with the Medical Staff bylaws and Rules and Regulations and regulatory guidelines including but not limited to chart entry legibility and timely completion of History and Physical examination reports, Operative Reports, procedure notes, appropriate abbreviations, discharge summaries and signature requirements.
3. Request inpatient consultations by providing adequate communication with the consultant including a clear reason for consultation by direct physician-to-physician contact, and document the same in the medical record.
4. Support the Medical Staff's efforts to maintain patient satisfaction rates for physicians.
5. Address disagreements in a constructive, respectful manner away from patients or non-involved caregivers.

**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 to enhance a spirit of cooperation and mutual respect and trust among members of the patient care team.
2. Refrain from inappropriate behavior including but not limited to impulsive, disruptive, sexually harassing or disrespectful behavior or documentation in the medical record that does not directly relate to the patient's clinical status or plan of care or is derogatory or inflammatory.
3. Respond promptly to nursing requests for patient care needs and physician consultation requests.
4. Respect patient rights by discussing unanticipated adverse outcomes with patients and/or appropriate family members, by not discussing patient care information and issues in public settings and wearing appropriate identification when seeing or attending patients.
5. When participating on emergency room call panel respond by telephone within 30 minutes of being called, and be available to arrive at the hospital within 1 hour of responding to exam the patient..
6. Follow ethical principles pertaining to provision or withholding of clinical care, confidentiality of patient information, informed consent, and business practices
7. Utilize sensitivity and responsiveness to patients' culture, age, gender, and disabilities
8. Make positive contributions to the Medical Staff by participating actively in Medical Staff functions, serving when requested and by responding in a timely manner when provided information on Medical Staff matters requesting Medical Staff member input.
9. In the spirit of early assistance, help to identify issues affecting the physical and mental health of fellow Medical Staff members.

**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. Ensure timely and continuous care of patients by clear identification of covering physicians and by availability through appropriate, timely and redundant electronic communication systems.
2. Strive to provide quality patient care that is cost effective by cooperating with efforts to appropriately manage the use of valuable patient care resources according to comparative data and current professional standards.
3. Cooperate with guidelines for appropriate hospital admission, level of care transfer, and timely discharge to outpatient management when medically appropriate.
4. Participate in the hospital's efforts and policies to maintain a patient safety culture, reduce medical errors and meet national patient safety goals.
5. Follow nationally recognized recommendations regarding infection control procedures and precautions when participating in patient care.
6. Advocate for quality patient care and assist patients in dealing with system complexities.