CORBETT CLINIC: BEHAVIORS OF PROFESSIONALISM

Adapted with permission from National Board of Medical Examiners (NBME)
[http://ci.nbme.org/professionalism/Behaviors.asp]

Responsibility & Accountability

- Accepts constructive feedback and modifies behavior appropriately
- Adheres to institutional policies and procedures
- Admits errors and assumes personal responsibility for mistakes
- Arrives on time and fully prepared for scheduled activities and appointments
- Provides notification if unable to attend appointments or activities
- Completes assigned share of team responsibilities
- Fulfills all clinical responsibilities in a timely manner
- Fulfills all non-clinical responsibilities in a timely manner
- Maintains a positive attitude amidst increased and unanticipated additional work
- Maintains confidentiality of patient information
- Maintains thoroughness and attention to detail
- Provides patient information to team members in a timely and effective manner
- Requests help when needed
- Responds promptly when contacted by clients or colleagues
- Signs over and ensures coverage of patients when unable to fulfill responsibilities
- Takes on extra work when appropriate for the benefit of the patient
- Takes on extra work when appropriate to help the team
- Takes steps to prevent repetition of errors
- Transmits accurate and detailed information for optimal transition of care
- Uses resources effectively to ensure optimal patient care
- Upholds ethical standards in class and clinical settings
- Meets all deadlines for paperwork including assignments, lesson plans, session analysis etc. *(modifications to timelines should be discussed with CE no later than 5 working days prior to due date)*
- Starts and ends client sessions on time
- Offers suggestions and ideas during problem solving
- Sets personal goals and specific plans to accomplish them

Respect

- Adheres to local dress code
- Appropriately incorporates patient's values, customs, and beliefs into management plan
- Balances personal needs and patient care obligations
- Discusses colleagues without using inappropriate labels or comments
- Discusses patients without using inappropriate labels or comments
- Optimizes patient comfort and privacy when conducting evaluation and treatment
- Solicits and values input from colleagues when appropriate

Caring, Compassion & Communication

- Adapts style and content of communication appropriately for each patient
- Breaks bad news with compassion and appropriate candor
- Collaborates with patients/designated representatives/clinical team in decision making
- Conveys information and answers questions honestly and tactfully
- Displays compassion and respect for all patients even under difficult circumstances
- Elicits patient's understanding to ensure accurate communication of information
- Maintains composure during difficult interactions with colleagues
- Maintains composure during difficult interactions with patients
- Offers advice when appropriate
- Provides constructive and supportive feedback appropriately
- Reacts appropriately to help a distressed or impaired colleague
- Reacts appropriately to others lapses in conduct and performance
- Discusses conflict in a solution focused and constructive manner
- Takes personal responsibility to expressing own feelings
- Identifies and acknowledges the perspectives and experience of others
- Identifies difficulties with team collaboration and cooperation in a timely manner

Honor & Integrity

- Attributes ideas and contributions appropriately to others
- Avoids gifts and remunerations that might be perceived as conflicts of interest
- Demonstrates appropriate boundaries for inter-professional relationships
- Demonstrates appropriate boundaries for patient relationships
- Discloses errors to patients when appropriate
- Provides patient care without consideration of personal benefit

Initiative & Excellence

- Engages in information teaching and learning activities with colleagues as appropriate
- Makes valuable contributions during class, individual and group meetings
- Looks for ways to improve personal relationships and clinical services

Leadership

- Advocates for changes in policies, procedures, or practices for the benefit of patients
- Advocates for colleagues
- Advocates for societal health issues
- Advocates for the individual patient
- Allocates health care resources without bias
- Facilitates conflict resolution
- Improves team effectiveness through motivation and facilitation
- Serves as knowledge or skill resource for others
- Teaches and emphasizes tenets of professionalism when appropriate opportunities arise