

Milestone 16: Professional values

Level 1	Level 2	Level 3	Level 4	Level 5
Demonstrates behavior that conveys caring, honesty, genuine interest and tolerance when interacting with a diverse population of patients and families	Demonstrates an understanding of the importance of compassion, integrity, respect, sensitivity and responsiveness and exhibits these attitudes consistently in common/uncomplicated situations and with diverse populations	Recognizes how own personal beliefs and values impact medical care; consistently manages own values and beliefs to optimize relationships and medical care Develops alternate care plans when patients' personal decisions/beliefs preclude the use of commonly accepted practices	Develops and applies a consistent and appropriate approach to evaluating appropriate care, possible barriers and strategies to intervene that consistently prioritizes the patient's best interest in all relationships and situations Effectively analyzes and manages ethical issues in complicated and challenging clinical situations	Develops institutional and organizational strategies to protect and maintain professional and bioethical principles

Suggested Eval/Tools:

Frequent multi-source feedback (faculty, nursing, peer) and define expectations Resident monthly self-assessment of their professionalism specifically requiring description of a patient care case handled effectively and one that could have been handled better and describe what they will do Simulation (SP or oral cases) with resident, followed by "role modeling" of resident seeing how the case in managed effectively	Similar methods but as for Level 1 remediation but include more complex patient issues Continue with previous frequent multi-source feedback, resident reflection, and self-assessment Continue with faculty professionalism role-model mentoring plan Formal sessions with guest relations to discuss patient	Written case scenarios with an emphasis on the impact and management of the physician's beliefs with patient care and experience Resident self-reflection regarding perceived "difficult" patients and develop an action plan how to better care for these patients in an unbiased manner	Continue with role-modeling, reflection, and resident self-assessment Patient scenarios with an emphasis on prioritization of the patient's best interests in difficult, complex situations	Reviews institutional and organizational strategies and develops a presentation to discuss how to protect and maintain professional and bioethical principles in all patient care encounters
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<p>and professionally. Resident self-assesses own performance and develops a performance improvement plan</p> <p>Have resident pick mentor role models of professionalism that they could shadow and/or meet with periodically</p> <p>Have resident read and summarize specific journal articles regarding professionalism, patient satisfaction, etc.</p> <p>Assign resident to "patient advocate shift" where the resident meets with a set number of patients and then summarizes reflections of the experience as to what they have learned regarding patient perspective and the physician role in the patient experience</p> <p>Shadow social worker or patient-centered care representative to learn how to better advocate for patients and/or gain patient perspective, write a reflection of experience</p>	<p>complaints with an emphasis on what could have been done to avoid the situation and develop responses for the patient</p>			
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