

SGIM Education Committee
Professionalism Faculty Assessment

Milestones 1A and 1B

1. Has professional and respectful interactions with patients, caregivers and members of the interprofessional team (e.g. peers, consultants, nursing, ancillary professionals and support personnel). (PROF1)

A 1C	Lacks empathy and compassion for patients and caregivers	Inconsistently demonstrates empathy, compassion and respect for patients and caregivers	Consistently respectful in interactions with patients, caregivers and members of the interprofessional team, even in challenging situations	Demonstrates empathy, compassion and respect to patients and caregivers in all situations	Role models compassion, empathy and respect for patients and caregivers
	A patient returns to the clinic earlier than scheduled Provider is frustrated to see a "frequent flyer" and take care of a social and/or behavioral issue	Provider shows concern about patient's unresolved issues, but expresses frustration about having to take care of the same issue(s) repeatedly	Provider is attentive to patient's needs, explains the plan of care, and answers the patient's and/or caregiver's questions. S/he effectively coordinates the patient's plan of care keeping in touch with the team	Provider shows concern for the patient's ongoing issues, acknowledges patient's worries and strives to address problems and coordinate the plan of care	Provider consistently comforts a very worried patient about his/her ongoing medical issues. Reassures the patient that s/he will do her/his best to resolve issues.
	Provider states that s/he does not have time to comfort an upset patient because s/he is too busy and/or has other things to do Provider is frustrated that patient has not followed her/his instructions and states it is the patient's fault. Little or no consideration for possible explanations. Does not appreciate the patient's perspective	Provider shows concern about the patient's unresolved issues, but expresses frustration about having to take additional time to comfort and reassure the patient	Provider is attentive to patient's needs, explains the plan of care, and answers the patient's questions If a patient is late to clinic, provider listens to patient and addresses most pressing issues respectfully If a patient is upset in clinic, provider expresses concern and takes time to comfort patient	Provider is very concerned about the patient's ongoing issues, acknowledges the patient's worries, strives to address the patient's medical problems, and coordinates the plan of care Provider recognizes when clinic staff or other members of the healthcare team are upset and helps to address the issue(s)	Provider helps teach learners how to comfort a worried patient Provider is skilled in conflict resolution and team management

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B 1AB	Disrespectful in interactions with patients, caregivers and members of the interprofessional team	Inconsistently demonstrates responsiveness to patients', caregivers' and interprofessional team needs	Consistently available and responsive to needs and concerns of patients, caregivers and members of the interprofessional team ensuring safe and effective care Sensitive to diversity in gender, age, culture, race, religion, disabilities, sexual orientation, and socioeconomic status in uncomplicated situations	Anticipates, advocates for, and proactively works to meet the needs of patients and caregivers Sensitive to diversity in gender, age, culture, race, religion, disabilities, sexual orientation, and socioeconomic status in complicated situations(partners)	Role models appropriate anticipation and advocacy for patient and caregiver needs Fosters collegiality that promotes a high-functioning interprofessional team Role models sensitivity to diversity for learners
	Provider argues with the consulting service about the reason for a consultation Provider is discourteous to the case manager who asks her/him to complete paperwork to obtain home health services after hospital discharge	Provider responds inconsistently to patient and family's requests such as sending discharge prescriptions to the patient's pharmacy electronically, and ordering home health services upon discharge	Provider consistently takes the time to meet with the case manager to coordinate the process and complete necessary paperwork for home health services that patient and family requested	Provider calls the specialist's office to expedite an appointment for an urgent matter. Provider calls the patient's insurance to inquire why a test that s/he ordered was not authorized and requests to speak with utilization management to explain why it is necessary for the patient to have this test	Provider teaches and role models exemplary communication skills with the team and other healthcare providers
	Provider does not interact with or collegially with the team Argues with clinic staff about what his/her responsibilities are, and refuses to complete certain tasks	Provider does not always return calls to patients or complete notes or bills without prompting from attending	Provider returns pages in timely fashion and returns calls/emails to patient in timely fashion without requiring prompting from attending	Provider makes an effort to get to know the clinic staff and actively involves them in the plan of care	Role models teamwork with the clinic staff and actively involves them in the plan of care Provider role models and teaches how to call patient's insurance to inquire why a test that s/he ordered was not authorized and requests to speak with utilization management to explain why it is necessary for the patient to have this test



1. **Has professional and respectful interactions with patients, caregivers and members of the interprofessional team (e.g. peers, consultants, nursing, ancillary professionals and support personnel). (PROF1)**

1C	Blatantly disregards patient privacy and autonomy	Inconsistently considers patient privacy and autonomy	Emphasizes patient privacy and autonomy in most uncomplicated interactions	Listens and responds professionally when differing opinions regarding patient care and management are expressed by patients or other members of the health care team in complex situations	Teaches others regarding maintaining patient privacy and respecting patient autonomy
	Provider does not know what PHI is or why it needs to be protected	Provider is careful not to disclose patient PHI in public settings but sends texts with PHI to colleagues and/or staff members, even after being educated not to do so Inconsistently asks for or includes my input on patient care Inconsistently includes the patient in decision-making	Provider asks permission from the patient to disclose PHI with family members or friends in the room or by phone Consistently includes the patient in shared-decision making	Includes all team members in decision-making process and is respectful of the discussion even if it differs from his/her own management plan	Provider educates a colleague about disclosing PHI in public settings (i.e. elevator or hallway) Providers demonstrates and educates colleagues around a difficult shared decision-making process in which the patient refuses blood transfusion or end of life care Role models the inclusion of all team members in decision-making process
1D Baystate	Does not recognize conflicts and exacerbates existing conflicts or creates conflicts	Recognizes conflicts and is able to separate the people from the underlying problem	Solicits and listens to opposing opinions, focuses on the interests not positions, is able to generate a variety of options for mutual gain before making a decision	In a conflict is able to re-establish partnership around common interests. Can typically develop a mutually agreeable plan from among options created. Insists that the result is based on an objective standard	Anticipates and can frequently avoid conflicts. Can resolve conflicts even in difficult situations Maintains composure during difficult interactions

	<p>Disappears whenever there is a conflict or disagreement with his/her patients</p> <p>Gets upset when a socially or behaviorally challenging patient is on the schedule and openly complains about it even when asked to stop</p> <p>Gets flustered by an upset patient and aggravates other team members during this conflict</p>	<p>Inconsistently able to request a friend or family member to leave the room during sensitive issues (i.e. sexual abuse, domestic violence) and/or defers to the attending to reinforce it when the family member refuses to do so</p> <p>Ineffective in calming an angry patient or family member</p> <p>Provider readily acknowledges a patients anger but defers to the attending for conflict resolution</p>	<p>Able to consistently and diplomatically separate a friend or family member from the patient when sensitive issues (i.e. sexual abuse, domestic violence) need to be addressed</p> <p>Inconsistently able to deescalate an aggressive patient or family member</p> <p>Provider is able to acknowledge both sides of a marital discord or patient-consultant disagreement and work to resolve the conflict</p>	<p>Respectfully provides patients with alternative options during times of disagreement</p> <p>Consistently approachable and responsive to difficult situations that arises with one of his/her patients</p> <p>Consistently able to deescalate an aggressive patient, friend or family member thus allowing the patient to speak during the visit</p>	<p>Role models behavior to deescalate an upset patient who has had an extended wait time for their appointment</p> <p>Role models and educates peers through calm and respectful behavior with a challenging patient requesting a handicap parking decal , forms or an opioid prescription request, etc.</p> <p>Provider takes initiative to personally call an upset patient, rather than deferring to the nurse or attending</p>
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2. Accepts responsibility and follows through on tasks. (PROF2)

A 2A	Consistently unreliable in completing patient care responsibilities or assigned administrative tasks	Completes patient care and administrative tasks in a timely manner but may need multiple reminders or other support	Completes patient care and administrative tasks in a timely manner	Prioritizes competing demands in order to complete tasks and responsibilities in a timely and effective manner	Role models prioritizing competing demands to complete tasks and responsibilities in a timely and effective manner
B 2B	Shuns responsibilities expected of a physician professional	Accepts professional responsibility only when assigned or mandatory	Completes assigned professional responsibilities without questioning or the need for reminders	Prepared to assume professional responsibility regardless of the situation	<p>Demonstrates, models and effectively teaches these principles and behaviors to others</p> <p>Takes on extra work to help the team</p> <p>Example: Volunteers to see another provider's patients in clinic when he/she is behind</p>

	<p>Does not follow-up on labs, medication requests or study results, which negatively impacts patient care (e.g. the attending must follow-up nearly all lab, refill or study results in order to ensure appropriate care is provided)</p> <p>Provider is not receptive to helping out a team member who is behind when asked</p>	<p>Inconsistently follows-up on labs, medication issues or study results, which raises concerns regarding the delivery of patient care (e.g. the attending is often required to follow-up lab, medication or study results to ensure appropriate care is provided)</p> <p>Provider is intermittently receptive to help out a team member who is behind when asked</p>	<p>Occasionally does not follow-up upon necessary labs, medication or study results (e.g. the attending is occasionally made aware of pending critical lab, medication or study results thus shifting the responsibility to the attending to ensure appropriate care is provided)</p> <p>Provider is consistently receptive to helping out when a team member is behind when asked</p>	<p>Readily accepts patient care responsibilities with minimal supervision from faculty (e.g. the provider informs the attending of lab or study results in the context of care and education)</p> <p>Provider takes on extra work to help the team by volunteering to see another provider's patient when he/she is behind.</p>	<p>The provider fully accepts patient care responsibilities and initiates discussion on outstanding or interesting test results and cases (e.g. the provider has the attending's trust and respect regarding competency to independently manage patient care and balance clinical responsibilities without concern that care is ever compromised)</p> <p>Provider supervises the team to enhance patient care and efficiency during periods of high volume</p>

SGIM Education Committee
Professionalism Patient Assessment

Milestones 1A and 1B

- 1. Has professional and respectful interactions with patients, caregivers and members of the interprofessional team (e.g. peers, consultants, nursing, ancillary professionals and support personnel). (PROF1)**

A 1C	Lacks empathy and compassion for patients and caregivers	Inconsistently demonstrates empathy, compassion and respect for patients and caregivers	Consistently respectful in interactions with patients, caregivers and members of the interprofessional team, even in challenging situations	Demonstrates empathy, compassion and respect to patients and caregivers in all situations	Role models compassion, empathy and respect for patients and caregivers
	I return to the clinic earlier than scheduled My physician appears upset because you came to the clinic after recently being seen	My physician states that s/he is sorry for your ongoing medical problems, but s/he later appears frustrated that you returned to the clinic for the same problem	My physician discusses her/his concerns about your ongoing medical issues, and while you are in the clinic goes the extra steps to help with your care	My physician appears very concerned about your ongoing medical issues and reassures you s/he will find out what the underlying problem is and help you get better	My physician maintains eye contact and listens carefully and patiently to all your concerns. S/he comforts you and your family, and reassures you that s/he will do her/his best to resolve issues
	My physician does not acknowledge I am upset or listen to my concerns. My physician becomes angry with me that I did not follow his/her instructions and states it is "your fault" you have not improved	My physician supports me with my medical problems, but s/he always seems to rush through my appointment and appears frustrated when I have questions	My Physician listens to my concerns and answers my questions respectfully the majority of the time	My physician is very concerned about my ongoing medical problems and always listens closely to me My physician comforts me if I become upset in clinic, I feel listened to and that I have enough time during my appointment	My physician acknowledges my concerns and comforts me and my family. S/he reassures me that s/he will do her/his best to help take care of me
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B 1AB	Disrespectful in interactions with patients, caregivers and members of the interprofessional team	Inconsistently demonstrates responsiveness to patients', caregivers' and teams needs	Is available and responsive to needs and concerns of patients, caregivers and members of the interprofessional team to ensure safe and effective care	Anticipates, advocates for, and proactively works to meet the needs of patients and caregivers	<p>Role models appropriate anticipation and advocacy for patient and caregiver needs</p> <p>Fosters collegiality that promotes a high-functioning interprofessional team</p>
	My physician states that s/he is very busy and does not have time to address my questions	My physician briefly outlines discharge instructions, but states that s/he has to go to take care of something else	My physician makes every effort to make sure that I get services started when I need them	<p>My physician calls me to make sure I have a follow up on my test and whether I need any referrals</p> <p>When you do not show up for your clinic appointment, your physician calls you to make sure you are ok</p>	My physician sets up transportation and other services to support me and my family
	<p>My physician is rude, frequently interrupts me, and does not listen to what I have to say</p> <p>My physician states that s/he is very busy and does not have time to address my questions</p>	<p>My physician answers most of my questions, but not clearly</p> <p>My physician may take several days or more to return my call.</p>	When you have questions following your clinic appointment, your physician returns your phone calls and/or responds to your emails	<p>My physician calls me to follow-up on my last appointment and to see how I am doing</p> <p>My physician calls to make sure I have follow-up arranged</p> <p>My physician works closely with to help make sure I get the medications and services I need</p>	When I do not show up for my clinic appointment, my physician calls to make sure I am ok



1. Has professional and respectful interactions with patients, caregivers and members of the interprofessional team (e.g. peers, consultants, nursing, ancillary professionals and support personnel). (PROF1)

1C	Blatantly disregards respect for patient privacy and autonomy	Inconsistently considers patient privacy and autonomy	Emphasizes patient privacy and autonomy in all interactions	Listens and responds professionally when differing opinions regarding patient care and management are expressed by patients or other members of the health care team	Teaches others regarding maintaining patient privacy and respecting patient autonomy
	My physician does not listen or gives attitude when I disagree with his/her plan	My physician listens to my point of view but interrupts me frequently when he/she disagrees with what I want to talk about	My physician listens to my point of view without interrupting me but sometimes does not answer all my questions about a test, procedure, or medication My physician allows me time and helps me to make important decisions	My physician always answers all my questions about a test, procedure, or medication My physician listens to my point of view and makes me feel comfortable about my decisions, even if I disagree with the plan	My physician educates me about other options if I am having side effects or other problems with my care or medications



2. Accepts responsibility and follows through on tasks. (PROF2)

	My physician does not refill my medications, or follow up on my phone calls and my care	My physician inconsistently follows up on my refills, phone calls and my care	My physician consistently responds to phone calls, requests for test results and my care	My physician consistently contacts me for important test results and my care	My physician promptly returns calls and reliably informs me of lab or study results in order to provide me with updates on my care so we are ready for the next appointment (i.e. labs and x-rays are ordered in advance)
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SGIM Education Committee Professionalism Peer Assessment

2. Accepts responsibility and follows through on tasks. (PROF2)

A 2A	Consistently unreliable in completing patient care responsibilities or assigned administrative tasks	Completes patient care and administrative tasks in a timely manner but may need multiple reminders or other support	Completes patient care and administrative tasks in a timely manner	Prioritizes competing demands in order to complete tasks and responsibilities in a timely and effective manner	Role models prioritizing competing demands to complete tasks and responsibilities in a timely and effective manner
B 2B	Shuns responsibilities expected of a physician professional	Accepts professional responsibility only when assigned or mandatory	Completes assigned professional responsibilities without questioning or the need for reminders	Prepared to assume professional responsibility regardless of the situation	Demonstrates, models and effectively teaches these principles and behaviors to others Takes on extra work to help the team Examples: Volunteers to see another resident's patients in clinic when he/she is behind, always positive about assisting staff
	Does not respond to pages appropriately and/or is often absent for conferences or clinical sessions. Does not recognize and/or disregards needs of the team. Is not seen as trustworthy by team members	Is often delayed in returning pages and/or for educational conferences and sign-out. Intermittently responds to team needs, attitude is inconsistent	Responds to pages promptly, is typically on time for educational and clinical sessions. Consistently responds to team needs with a positive attitude	Responds to pages when not available to say they will call back later. Anticipates needs of the team and actively works to fulfill them	Preemptively notifies chief resident or other appropriate persons when delayed. Role models professional responsibility in care and education Is seen as a residency leader and role model
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SGIM Education Committee
Professionalism Nurse/Team Assessment

Milestones 1A and 1B

1. Has professional and respectful interactions with patients, caregivers and members of the interprofessional team (e.g. peers, consultants, nursing, ancillary professionals and support personnel). (PROF1)

A 1C	Lacks empathy and compassion for patients and caregivers	Inconsistently demonstrates empathy, compassion and respect for patients and caregivers	Consistently respectful in interactions with patients, caregivers and members of the interprofessional team, even in challenging situations	Demonstrates empathy, compassion and respect to patients and caregivers in all situations	Role models compassion, empathy and respect for patients and caregivers
	A patient returns to the clinic earlier than scheduled Provider is frustrated to see a "frequent flyer" and take care of a social and/or behavioral issue	Provider shows concern about patient's unresolved issues, but expresses frustration about having to take care of the same issue(s) repeatedly	Provider is attentive to patient's needs, explains the plan of care, and answers the patient's and/or caregiver's questions. S/he effectively coordinates the patient's plan of care keeping in touch with the team	Provider shows concern for the patient's ongoing issues, acknowledges patient's worries and strives to address problems and coordinate the plan of care	Provider consistently comforts a very worried patient about his/her ongoing medical issues. Reassures the patient that s/he will do her/his best to resolve issues.
	Provider states that s/he does not have time to comfort an upset patient because s/he is too busy and/or has other things to do Provider is frustrated that patient has not followed her/his instructions and states it is the patient's fault. Little or no consideration for possible explanations. Does not appreciate the patient's perspective	Provider shows concern about the patient's unresolved issues, but expresses frustration about having to take additional time to comfort and reassure the patient	Provider is attentive to patient's needs, explains the plan of care, and answers the patient's questions If a patient is late to clinic, provider listens to patient and addresses most pressing issues respectfully If a patient is upset in clinic, provider expresses concern and takes time to comfort patient	Provider is very concerned about the patient's ongoing issues, acknowledges the patient's worries, strives to address the patient's medical problems, and coordinates the plan of care Provider recognizes when clinic staff or other members of the healthcare team are upset and helps to address the issue(s)	Provider helps teach learners how to comfort a worried patient Provider is skilled in conflict resolution and team management



B 1AB	Disrespectful in interactions with patients, caregivers and members of the interprofessional team	Inconsistently demonstrates responsiveness to patients', caregivers' and interprofessional team needs	Consistently available and responsive to needs and concerns of patients, caregivers and members of the interprofessional team ensuring safe and effective care Sensitive to diversity in gender, age, culture, race, religion, disabilities, sexual orientation, and socioeconomic status in uncomplicated situations	Anticipates, advocates for, and proactively works to meet the needs of patients and caregivers Sensitive to diversity in gender, age, culture, race, religion, disabilities, sexual orientation, and socioeconomic status in complicated situations(partners)	Role models appropriate anticipation and advocacy for patient and caregiver needs Fosters collegiality that promotes a high-functioning interprofessional team Role models sensitivity to diversity for learners
	States that s/he is very busy and does not have time to see/talk to the patient now without explaining why	Inconsistently responds to pages from nurse and team	Consistently takes the time to discuss issues with the team to coordinate and complete paperwork for medications/ services that patient and family requested	Calls the specialist's office to expedite an appointment for an urgent matter Calls the patient's insurance to inquire why a test that s/he ordered was not authorized and requests to speak with utilization management to explain why it is necessary for the patient to have this test	Role models responsiveness to patient and team needs for learners
	States that s/he is very busy and does not have time to complete a task you asked her/him to do. Ignores or is rude to clinic staff Argues with clinic staff about what his/her responsibilities are, and refuses to complete certain tasks	Inconsistently responds to pages from nurse and/or other clinic staff about a patient. When discussed, s/he states that s/he had to take care of some other issues	Responds to pages and requests in a timely fashion When you are concerned about a patient whom you spoke to, the provider then takes the time to contact the patient	Makes an effort to get to know the clinic staff and actively involves them in the plan of care	Role models teamwork with the clinic staff and actively involves them in the plan of care Role models and teaches how to call patient's insurance to inquire why a test that s/he ordered was not authorized and requests to speak with utilization management to explain why it is necessary for the patient to have this test



1. Has professional and respectful interactions with patients, caregivers and members of the interprofessional team (e.g. peers, consultants, nursing, ancillary professionals and support personnel). (PROF1)

1C	Blatantly disregards patient privacy and autonomy	Inconsistently considers patient privacy and autonomy	Emphasizes patient privacy and autonomy in most uncomplicated interactions	Listens and responds professionally when differing opinions regarding patient care and management are expressed by patients or other members of the health care team in complex situations	Teaches others regarding maintaining patient privacy and respecting patient autonomy
	<p>Ignores or does not respect my input into the care of our patients</p> <p>Does not know what PHI is or why it needs to be protected</p>	<p>Inconsistently asks for or includes my input on patient care</p> <p>Inconsistently includes the patient in decision-making</p> <p>Careful not to disclose patient PHI in public settings but sends texts with PHI to colleagues and/or staff members, even after being educated not to do so</p>	<p>Consistently asks for and includes my input on patient care</p> <p>Consistently careful not to disclose patient PHI</p>	Includes all team members in decision-making process	<p>Educates a colleague about disclosing PHI in public settings (i.e. elevator or hallway)</p> <p>Educates colleagues on appropriate protection of PHI</p> <p>Role models the inclusion of all team members in decision-making process</p>
1D	Does not recognize conflicts and exacerbates existing conflicts or creates conflicts	Recognizes conflicts and is able to separate the people from the underlying problem	Solicits and listens to opposing opinions, focuses on the interests not positions, is able to generate a variety of options for mutual gain before making a decision	In a conflict is able to re-establish partnership around common interests. Can typically develop a mutually agreeable plan from among options created. Insists that the result is based on an objective standard	Anticipates and can frequently avoid conflicts. Can resolve conflicts even in difficult situations

<p>Ignores or pits an angry patient against the nurse or ancillary staff during times of conflict or disagreement</p> <p>Disappears whenever there is a conflict or disagreement with his/her patients</p> <p>Gets upset when a socially or behaviorally challenging patient is on the schedule and openly complains about it even when asked to stop</p> <p>Gets flustered by an upset patient and aggravates other team members during this conflict</p>	<p>Inconsistently able to request a friend or family member to leave the room during sensitive issues (i.e. sexual abuse, domestic violence) and/or defers to the attending to reinforce it when the family member refuses to do so</p> <p>Ineffective in calming an angry patient or family member</p>	<p>Able to consistently and diplomatically separate a friend or family member from the patient when sensitive issues (i.e. sexual abuse, domestic violence) need to be addressed</p> <p>Inconsistently able to deescalate an aggressive patient or family member</p>	<p>Respectfully provides patients with alternative options during times of disagreement</p> <p>Consistently approachable and responsive to difficult situations that arises with one of his/her patients</p> <p>Consistently able to deescalate an aggressive patient, friend or family member thus allowing the patient to speak during the visit</p>	<p>Role models behavior to deescalate an upset patient who has had an extended wait time for their appointment</p> <p>Role models and educates peers through calm and respectful behavior with a challenging patient requesting a handicap parking decal , forms or an opioid prescription request, etc.</p> <p>Provider takes initiative to personally call an upset patient, rather than deferring to the nurse or attending</p>				
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2. Accepts responsibility and follows through on tasks. (PROF2)

	<p>Ignores communication or communication is nonexistent, negatively impacting patient care (e.g. the Provider fails to return pages, respond to critical lab values or complete paperwork in a timely manner)</p>	<p>Minimal communication raising concerns regarding the appropriate delivery of care (e.g. the Provider unreliably returns pages, completes paperwork or responds to critical lab values)</p>	<p>Inconsistently communicates, creating the impression that ownership of care is lacking (e.g. the Provider frequently needs multiple reminders)</p>	<p>Consistently communicates with providers and staff, creating the impression that ownership of care is reliably within the hands of the Provider (e.g. the Provider always returns pages, refills medications and promptly responds to critical lab values)</p>	<p>Consistently, reliably, and effectively communicates with the healthcare team; champions an interprofessional approach to ensure efficient and timely patient care (e.g. the Provider initiates communication with the team to incorporate opinions and concerns to effectively deliver patient care)</p>
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