



Assessment of

PROFESSIONAL BEHAVIORS

List of Behaviors

Protects the confidentiality of educational information (e.g., exam questions, scores, OSCEs)	Demonstrates appropriate boundaries with other health care professionals
Demonstrates effective use of information resources for patient care	Asks questions to confirm patient's understanding of information provided
Attends to patient needs (e.g., physical comfort, emotional comfort, privacy) during examinations	Encourages patient to participate in decisions to the extent he/she desires
Takes patients' wishes and values into account when ordering tests and prescribing treatment	Supports junior team members during interactions with colleagues
Collects essential information from previous care-takers following hand-off	Communicates with attendings and consultants in a timely manner
Completes written communications (e.g., chart notes, discharge summaries, treatment plans) in a timely manner	Conveys information to patients in a manner likely to be understood (e.g., language, speed, amount of information)
Arrives in time for start of activities (e.g., clinic, rounds, conferences, class)	Takes advantage of opportunities to share knowledge and skills with colleagues
Composes understandable and useful written communications (e.g., chart notes, discharge summaries, treatment plans)	Composes appropriately detailed written communications (e.g., chart notes, discharge summaries, treatment plans)
Contributes to discussions with colleagues during class, rounds and meetings	Discusses colleagues and coworkers in a respectful manner
Advocates for needs of the patient in the face of system barriers	Provides supportive and constructive feedback to colleagues
Contributes to improved quality and safety initiatives for patients	Demonstrates preparedness for class, meetings, and rounds
Responds appropriately to others' lapses in conduct	Gives an honest account of patient care activities
Shows initiative for own learning	Credits others for their contributions

Follows up with consulting physician when indicated	Solicits input from nurses and other health care workers
Dresses appropriately for the work place	Assigns scut work fairly
Washes hands prior to touching a patient	Responds appropriately to medical errors
Uses concise verbal communication with colleagues	Takes on extra work to help the team
Uses clear verbal communication with colleagues	Responds promptly when paged or called
Retrieves test results in a timely manner	Maintains confidentiality of patient information
Encourages patient to voice questions/concerns	Maintains composure during difficult interactions
Displays empathy toward patients	Discusses patients in a respectful manner
Assumes responsibility for own mistakes	Takes on additional work willingly
Encourages communication among team members	Acknowledges limits of own knowledge or ability
Offers clinical advice to colleagues when appropriate	Attends classes, rounds, or meetings for their full duration
Manages conflicts in a collegial manner	Seeks feedback on performance or behaviors
Requests input on patient care when appropriate	Responds to feedback receptively
Demonstrates appropriate boundaries with patients	Works beyond usual duties to provide care for patients
Remains attentive during class, rounds, and meetings	Balances honesty and tact in conveying information
Demonstrates humility	Listens and responds to others respectfully
Seeks assistance when work load is too heavy	