

Children's Medical Staff Professional Standards and Performance Expectations

I. CLINICAL

A. CLINICAL JUDGMENT

- Member demonstrates excellent clinical judgment that is based upon current knowledge, evidence-based guidelines, and the thoughtful and safe application of resources, treatments and therapies.
- Current knowledge will be demonstrated by the maintenance of active certification and ongoing continuing education participation in the specialty for which privileges have been granted.

B. PSYCHOSOCIAL ASPECTS OF ILLNESS

- Member recognizes the importance of the psychosocial aspects of illness and its impact on the patient and family.
- Consultative services are appropriately utilized to assure optimal disease management outcomes.

C. RESPECT FOR CULTURAL DIVERSITY AND UNDERSTANDING THE IMPACT OF CULTURAL AND RELIGIOUS VALUES ON DISEASE OUTCOMES

- Members demonstrate a keen awareness of the cultural values that impact disease outcome and affect the patient and family's ability to deal with medical crises and chronic disease.

D. PROCEDURAL SKILL COMPETENCY

- Member demonstrates consistent, safe and effective exercise of the procedural skills that have been granted.
- Procedural skills that are not utilized require retraining or elective relinquishment of privileges by the member.
- New procedures are only introduced after appropriate training and after approval of the medical staff and the Board.

E. MEDICALLY COMPLEX PATIENTS

- Member independently manages only those patients whose medical complexity is within the scope of their approval privileges.
- Consultative assistance is requested when the patient's degree of illness or specific disease process would be best served by this input.
- Complex patient care hand-offs are carefully managed both within the hospital and between the hospital and the community.

F. PATIENT SAFETY /CONTINUOUS PERFORMANCE IMPROVEMENT

- Member consistently demonstrates safe medical practices, collaborates with Continuous Quality Improvement activities to enhance Children's care system and adheres to Children's care standards including but not limited to:
 - Legible, complete, accurate, and timely medical records and orders
 - Never uses dangerous / unapproved abbreviations
 - Use of the universal protocol to correctly identify patients prior to any procedure
 - Pre-procedure identification of the correct body part prior to surgery or a medical procedure
 - Careful hand-off of patients between providers
 - Medication reconciliation at each point of care
 - Hand hygiene and infection control policies
 - Acknowledges and addresses concerns of patients, families and co-workers

G. REFERRALS AND CONSULTATIONS

- Member requests and/or responds to referrals in a timely manner.
- Member communicates the findings to the requesting physician in a timely fashion.

- Concurrent care is provided when requested.
- Additional studies, tests and referrals are made by the consultant only after discussion with the requesting physician.

H. PATIENT AND STAFF COMPLAINTS AND GRIEVANCES

- Member is sensitive to the concerns of patients, families and staff.
- Members ensure that all concerns from families are addressed in a sensitive and timely fashion personally or through appropriate channels.
- Apologies are provided when errors or misunderstandings develop during the course of treatment.

I. PARTICIPATION IN EDUCATION

- Member recognizes the importance of Children's educational mission by active support for and participation in its teaching programs at the student and post-graduate level. Member supports the continuing education of co-workers and staff through their communications and interactions.

II. PERSONAL AND BEHAVIORAL QUALITIES

A. ACCOUNTABILITY

- Member fully accepts responsibility for his/her own actions and decisions.
- Member communicates and apologizes to patient and family for personal or system failures.
- Member reports all close calls, patient errors and other opportunities to improve the care system at Children's to the appropriate oversight body.

B. RESPECT

- Member shows personal commitment to honoring the choices and rights of other persons, especially regarding their medical care.
- Member provides care and interactions that are unaffected by the gender, ethnicity, religion, sexual preference of persons involved.
- Member demonstrates a willingness to listen to the opinions and advice of other members of the health care team, parents, and families, and utilizes that advice to develop an integrated care plan for the patient.

C. EMPATHY

- Member shows appreciation of patient, family and co-workers' need for help and comfort.
- Member demonstrates patience and support to patients and families during all patient encounters.
- Member avoids inappropriate emotional involvement with patient or family.

D. INTEGRITY/ETHICS

- Member consistently demonstrates honesty, trust, and ethical behaviors in all contacts with patients, family, colleagues and hospital staff.
- Member adheres to the professional standards of the medical community as outlined by the American Medical Association.

III. INTERPERSONAL

A. PATIENT RAPPORT

- Member communicates in a clear and understandable manner with patients and families.
- Manages difficult patient and family encounters in an effective and skillful fashion.

B. RAPPORT WITH CO-WORKERS

- Member demonstrates teamwork and effective working relationship with ancillary staff, colleagues, and students and accepts support and feedback.