

UNIVERSITY OF FLORIDA COLLEGE OF MEDICINE - JACKSONVILLE
Office of Educational Affairs

Approval Date: 11/1/22	Subject: Professional Expectations Policy-Standards of Conduct and Performance for Residents	Page 1 of 4
Approved by: GMEC		Revised Date: 3/3/09, 3/2/10; 6/5/12; 5/10/16; 5/12/17; 5/20/19; 6/1/21; 10/20/22
Effective Date: 7/1/06		Reviewed Date: 8/15/13; 5/10/16; 5/12/17; 5/7/19

The University of Florida College of Medicine Jacksonville values the highest standards of professionalism in its faculty, residents, students, and staff. Residents must demonstrate a commitment to carrying out professional responsibilities, adherence to ethical principles, and sensitivity to a diverse patient population. Residents are expected to:

- demonstrate respect, compassion, and integrity; a responsiveness to the needs of patients and society that supersedes self-interest; accountability to patients, society, and the profession; and a commitment to excellence and on-going professional development
- demonstrate a commitment to ethical principles pertaining to provision or withholding of clinical care, confidentiality of patient information, informed consent, and business practices
- demonstrate sensitivity and responsiveness to each patients’ culture, gender, gender preference, age, and physical or mental limitations

This document is intended to provide written guidelines that outline expectations for trainee behaviors, activities and practices that are consistent with professionalism. The document also outlines potential remedial and disciplinary consequences for actions, practices, or behaviors that are not consistent with these expectations.

The importance of faculty role-modeling cannot be over-emphasized. Faculty members are expected to model appropriate workplace behaviors.

General standards of conduct and performance are outlined in the matrix below, and apply throughout affiliated educational sites. Violations of and/or failure to adhere to these standards may result in warning (oral or written), suspension, probation, non-promotion, or up to non-renewal or termination. These standards are minimum guidelines for trainee conduct and work performance. The remedial and disciplinary mechanisms outlined in this document are intended to generally define the scope of existing rules and policies at the University and the College. This document is not intended to be all-inclusive but rather representative of behavior and performance standards that are and are not acceptable. The standards set forth in this document may be supplemented by additional regulations when residents are subject to professional accreditation, state licensure regulations, and to the requirements of individual departments and programs. Program directors are expected to discuss serious resident violations with the Office of Educational Affairs. Documentation of any action other than warning must be provided to the Office of Educational Affairs.

Repeated warnings and suspensions may result in non-renewal or termination, as determined necessary and appropriate by the Designated Institutional Official / Senior Associate Dean of Educational Affairs. Furthermore, certain behaviors, activities, or practices may justify immediate suspension or termination or justify escalating the remedial or disciplinary action up to and including termination for the first violation. These might include criminal acts, substance abuse, disregard for patient safety, harassment, discrimination or academic dishonesty.

All residents/fellows/PDAs must read and acknowledge by their electronic signature that they have reviewed a copy of this policy through the evaluations module of New Innovations annually.

The UFCOM-J Code of Conduct can be viewed on the College of Medicine - Jacksonville website at https://med.jax.ufl.edu/education/resman/manualpdfs/professionalism_code_of_conduct.pdf.

Acknowledgement to Kathryn Andolsek, MD, MPH and Robert C. Cefalo, MD, PhD, LIFE—Learning to Address Impairment and Fatigue to Enhance Patient Safety, Duke University School of Medicine, Office of Continuing Medical Education, 2005.

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STANDARD	EXAMPLE OF A VIOLATION
1.1 Perform assigned tasks safely and competently to maximize patient health and safety, in accordance with performance expectations	1.1a Fail to perform task(s) adequately as requested, either because of unwillingness to perform the task or carelessness in carrying out the assignment
1.2 Demonstrate commitment to excellence and to continuous learning, improvement, and professional development	1.2a Being in an unfit condition to perform the duties of the job, including working under (or suspected of working under) the influence of drugs or alcohol
2.1 Understand and comply with all university, hospital, or affiliated premises, policies, and procedures, i.e., clinical, administrative, and safety policies	2.1a Fail to complete required training (i.e. compliance, HIPAA, ACLS, etc.)
	2.1b Engage in unapproved moonlighting activities
	2.1c Fail to comply with institutional health and safety regulations
2.2 Comply with all federal, state, and accreditation standards regulating the provision of professional services	2.2a Fail to maintain a valid medical license on file with the OEA (for residents with an unrestricted license) or to comply with requirements to obtain/maintain a training license
	2.2b Commit boundary violations with patients
	2.2c Have sexual relationships with patients.
	2.2d Self-prescribe or prescribe for family members, or others without a patient/physician relationship, which is in violation of Florida Statutes
	2.2e Use unacceptable abbreviations in the medical record; absence of date and/or time for each medical record entry; absence of verbal order co-signature within 48 hours; absence of H&P on chart within 24 hours of admission; appropriate documentation completed immediately after a procedure.
2.3 Maintain clinical and educational hours in compliance with institutional, ACGME, and RRC policies	2.3a Failure to log clinical and educational hours at least every 2 weeks, completely, accurately, and truthfully.
	2.3b Clinical and educational hour violations, especially as exhibited by repetitive and blatant disregard for clinical and educational hour standards, unresponsive to instruction and counseling.
2.4 Protect confidentiality of sensitive information. Such information should not be repeated, discussed, or removed from the work area, except for legitimate and authorized work reasons	2.4a Use another's computer sign-on or computer access code or provide the use of an individual's sign-on code without proper authorization
	2.4b Behave in a way that discloses confidential or privileged hospital or University information, including the access of medical records from curiosity rather than for participation in a patient's medical care, or a designated QI, or an approved educational function
2.5 Demonstrate honesty and Integrity	2.5a Falsify hospital or affiliated records
	2.5b Fail to comply with institutional policies on research, or fail to follow appropriate approval processes of the IRB and policies regarding animal welfare

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STANDARD	EXAMPLE OF A VIOLATION
	2.5c Lying or other intentional misrepresentation of clinical or administrative matters to patients or other members of the health care team
	2.5c Lying or other intentional misrepresentation of clinical or administrative matters; academic dishonesty
	2.5d Theft of organizational or employee property; or physical abuse of the facility.
	2.5e Violate ethical principles
3.1 Attend work as assigned	3.1a Violate attendance policy involving unscheduled absence or tardiness for whatever reason, including the failure to report to work or to leave work before conclusion of the work period
	3.1b Fail to inform supervisor of any scheduled or unscheduled absence in accordance with departmental guidelines
3.2 Answer pages and respond to emails in timely fashion	3.2a Fail to respond to pages promptly when on duty and on call (typically within 15 minutes)
	3.2b Fail to respond to departmental or institutional communication (including email) in a timely fashion (typically within 24 hours)
4.1 Communicate effectively and demonstrate caring and respectful behaviors when interacting with patients, families, staff, and colleagues; work collaboratively with all coworkers, including those from other disciplines, to provide patient focused care	4.1a Use inappropriate behavior and/or profane, rude, abusive, offensive or loud/boisterous language toward patients, families, staff, supervisor or coworkers
	4.1b Deliberate disruptive, violent or threatening behavior – examples include threats to staff, providers, patients, or others present in the facility (with or without physical violence).
4.2 Demonstrate respect and courtesy towards fellow staff members, faculty, students, patients, and visitors; demonstrate sensitivity and responsiveness to patients and co-workers with regard to culture, age, gender, and/or disabilities	4.2a Fail to demonstrate respect and courtesy towards anyone on hospital or affiliated premises, including patients, their families, students, visitors, or other employees [see also related actions 4.1a; 4.1b; 4.2b]
	4.2b Violate another’s privacy or dignity, including insensitivity to culture, age, gender and/or disabilities
	4.2c Fail to inform program director and arrange to remove oneself from evaluative responsibilities when having a sexual relationship with anyone with whom one has a supervisory or educational evaluative role
4.3 Be productive and use all available time to accomplish expected work tasks; accomplish personal business outside of work times and/or in scheduled time-off	4.3a Allow personal activities to interfere with professional responsibilities
4.4 Dress for work according to the department’s workplace attire guidelines, including the	4.4a Fail to conform to departmental/hospital uniform or dress-code policy, including the wearing of identification badges

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STANDARD	EXAMPLE OF A VIOLATION
appropriate display of any required identification badge	
5.1 Complete all medical records in a timely fashion	5.1a Fail to complete medical records within hospital/department designated timeframe
6.1 Patient Safety	6.1a Wanton disregard for patient safety measures e.g. with procedures
6.2 Demonstrate respect and concern for the safety of self and others	6.2a Fail to report immediately any accident on university, hospital, or affiliated premises involving an on-the-job injury or property damage 6.2b Fail to report the abuse of university or hospital equipment
6.3 Obey and abide by all civil, state, and federal laws and university regulations	6.3a Commit any crime on university, hospital, or affiliated premises other than minor traffic offenses 6.3b Have unauthorized possession of weapons, explosives, or any possession of illegal drugs 6.3c Access websites or other electronic media deemed inappropriate as per inappropriate use policy while on university, hospital, or affiliated premises, or while using university equipment.