

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

Approval Date: 6/7/16	Subject: Professional Expectations - Standards Of Conduct And Performance For Residents	Page 1 of 6
Approved by: GMEC		Revised Date: 3/3/09, 3/2/10; 6/5/12; 5/10/16; 5/12/17; 5/20/19
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. According to the ACGME definition of professionalism, 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 resident behaviors, activities, 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, or even non-renewal or termination. These standards are minimum guidelines for conduct and work performance of residents. 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 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 regulations, or licensure, 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.

All residents must read and acknowledge by their electronic signature that they have reviewed a copy of the Professional Expectations Policy through the evaluations module of New Innovations.

The UFCOM-J Code of Conduct can be viewed on the Health Science Center Jacksonville website at https://hscj.ufl.edu/resman/manualpdfs/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.

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

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

STANDARD	EXAMPLE OF A VIOLATION	1 ST EVENT	2 ND EVENT	3 RD EVENT	4 TH and further EVENTS
	2.5d Theft of organizational or employee property; or physical abuse of the facility.	T			
	2.5e Violate ethical principles	W/S (depending on the issue and circumstance)	S	T	
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	O	W	S	NR or T
	3.1b Fail to inform supervisor of any scheduled or unscheduled absence in accordance with departmental guidelines	W (see also leave policy)	S	T	
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)	O	W	P	NR or T
	3.2b Fail to respond to departmental or institutional communication (including email) in a timely fashion (typically within 24 hours)	O	W	P	NR or T

TEAMWORK & WORKPLACE BEHAVIOR

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	W	S	T	
	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).	S or T	T		
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]	O (may be more severe and may include the addition of P at discretion of PD depending on specific incident)	W (may be more severe and may include the addition of P at discretion of PD depending on specific incident)	S (may be more severe and may include the addition of P at discretion of PD depending on specific incident)	T

LEGEND: Performance & Recommended disciplinary action

NR: Nonrenewal
O: Oral Warning (documented)
P: Probation

S: Suspension
T: Termination (Dismissal)
W: Written Warning

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

Approval Date: 6/7/16	Subject: Professional Expectations - Standards Of Conduct And Performance For Residents	Page 5 of 6
Approved by: GMEC		Revised Date: 3/3/09, 3/2/10; 6/5/12; 5/10/16; 5/12/17; 5/20/19
Effective Date: 7/1/06		Reviewed Date: 8/15/13; 5/10/16; 5/12/17; 5/7/19

STANDARD	EXAMPLE OF A VIOLATION	1 ST EVENT	2 ND EVENT	3 RD EVENT	4 TH and further EVENTS
	4.2b Violate another's privacy or dignity, including insensitivity to culture, age, gender and/or disabilities	W (note: sexual harassment is handled according to the University's policies and procedures)	S (note: sexual harassment is handled according to the University's policies and procedures)	P	T
	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	W or S (varies depending on specific incident)	S or T (varies depending on specific incident)	T	
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	O	W	P	NR or T
4.4 Dress for work according to the department's workplace attire guidelines, including the appropriate display of any required identification badge	4.4a Fail to conform to departmental/hospital uniform or dress-code policy, including the wearing of identification badges	O	W	S	NR or T

WORK REQUESTS & ASSIGNMENTS

5.1 Complete all medical records in a timely fashion	5.1a Fail to complete medical records within hospital/department designated timeframe	S (as per medical records policy for residents)	S	P, NR or T	
--	---	---	---	------------	--

SAFETY & RESPECT

6.1 Patient Safety	6.1a Wanton disregard for patient safety measures e.g. with procedures	W/S (depending on situation)			
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	W	W	P or NR	
	6.2b Fail to report the abuse of university or hospital equipment	W	W	P or NR	
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	T			
	6.3b Have unauthorized possession of weapons, explosives, or any possession of illegal drugs	T			
	6.3c Access websites or other electronic media deemed inappropriate as per inappropriate	W	S	T	

LEGEND: Performance & Recommended disciplinary action

NR: Nonrenewal
O: Oral Warning (documented)
P: Probation
S: Suspension
T: Termination (Dismissal)
W: Written Warning

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

Approval Date: 6/7/16	Subject: Professional Expectations - Standards Of Conduct And Performance For Residents	Page 6 of 6
Approved by: GMEC		Revised Date: 3/3/09, 3/2/10; 6/5/12; 5/10/16; 5/12/17; 5/20/19
Effective Date: 7/1/06		Reviewed Date: 8/15/13; 5/10/16; 5/12/17; 5/7/19

STANDARD	EXAMPLE OF A VIOLATION	1ST EVENT	2ND EVENT	3RD EVENT	4TH and further EVENTS
	use policy while on university, hospital, or affiliated premises, or while using university equipment.				

Please note that 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.

LEGEND: Performance & Recommended disciplinary action

NR: Nonrenewal	S: Suspension
O: Oral Warning (documented)	T: Termination (Dismissal)
P: Probation	W: Written Warning