


<b>Name of Policy:</b> <u>Professionalism, Personal Responsibility and Patient Safety</u> <b>Policy Number:</b> 3364-133-133 <b>Department:</b> Pharmacy <b>Approving Officer:</b> Senior Hospital Administrator <b>Responsible Agent:</b> Director of Pharmacy, Dean of the College of Pharmacy and Pharmaceutical Sciences <b>Scope:</b> UT Department of Pharmacy, UT College of Pharmacy and Pharmaceutical Sciences	  <b>Effective Date:</b> 5/18/2022 <b>Initial Effective Date:</b> 8/2016
<input checked="" type="checkbox"/> New policy proposal <input type="checkbox"/> Major revision of existing policy	<input type="checkbox"/> Minor/technical revision of existing policy <input type="checkbox"/> Reaffirmation of existing policy

**(A) Policy Statement**

Residents must perform in a professional manner that supports patient safety and demonstrates personal responsibility.

**(B) Purpose of Policy**

This policy provides guidance to the residents in development of professionalism directed towards safe and effective patient care and their personal responsibility for it.

**(C) Procedure**

1. Residents must demonstrate a commitment to carrying out professional responsibilities and an adherence to ethical principles as demonstrated by:
  - a) compassion, integrity, and respect for others;
  - b) responsiveness to patient needs that supersedes self-interest;
  - c) respect for patient privacy and autonomy;
  - d) accountability to patients, society and the profession; and,
  - e) sensitivity and responsiveness to a diverse patient population, including but not limited to diversity in gender, age, culture, race, religion, disabilities, and sexual orientation.
2. The programs and sponsoring institution must educate residents and faculty members concerning the professional responsibilities of pharmacists to appear for duty appropriately rested and fit to provide the services required by their patients.
3. The program must be committed to and responsible for promoting patient safety and resident wellbeing in a supportive educational environment.
4. The program director must ensure that residents are integrated and actively participate in interdisciplinary clinical quality improvement and patient safety programs.

5. The learning objectives of the program must: a) be accomplished through an appropriate blend of supervised patient care responsibilities, clinical teaching, and didactic educational events; and, b) not be compromised by excessive reliance on residents to fulfill pharmacist service obligations.
6. The program director and institution must ensure a culture of professionalism that supports patient safety and personal responsibility. Residents and faculty members must demonstrate an understanding and acceptance of their personal role in the following:
  - a) assurance of the safety and welfare of patients entrusted to their care;
  - b) provision of patient-and family-centered care;
  - c) assurance of their fitness for duty;
  - d) management of their time before, during, and after clinical assignments;
  - e) recognition of impairment, including illness and fatigue, in themselves and in their peers;
  - f) attention to lifelong learning;
  - g) the monitoring of their patient care performance improvement indicators;
  - h) honest and accurate reporting of duty hours, patient outcomes, and clinical experience data;
  - i) timely and accurate completion of medical records.
  - j) appropriate utilization of templates and copying functionality in the electronic health record
7. All residents and faculty members must demonstrate responsiveness to patient needs that supersedes self-interest. Pharmacists must recognize that under certain circumstances, the best interests of the patient may be served by transitioning that patient's care to another qualified and rested provider.
8. The following specific requirements for professionalism must be adhered to by the resident while at the University of Toledo Medical Center.
  - Residents shall, at all times, be attired in a professionally appropriate manner, in accordance with Institutional Dress Code policy 3364-25-06. Specific details will be defined by the residency program and provided to the resident.
  - Residents must follow University Toledo Medical Center policy regarding the wearing of scrubs and other hospital attire.
  - Identification badges with photos must be worn at all times and be clearly visible while on duty.
  - All hospital personnel, patients and their visitors will be treated and addressed with courtesy. Actions or remarks which are or which may be interpreted as being discriminatory on the basis of race, color, national origin, sex, age, handicapping condition or religion are absolutely forbidden. Harassment of any type will be dealt with appropriately.
  - Depending upon the setting, it is strongly advised that activities requiring the assistance of other members of the healthcare team be arranged to avoid conflict with their schedules.
  - It is imperative to remember that academic discussions and teaching rounds may be inappropriate within the confines of patient care areas. Arrangement should be made to assure that teaching activities do not interfere with normal nursing activities or compromise patient confidentiality.
  - The discussions of professional or patient care issues on the elevators and in other public places shall be avoided at all times. Attention should also be given to protecting the patient's privacy and confidentiality in semi-private rooms where other patients and visitors may be present.
  - Residents must comply with the requirements and utilization of the electronic health record in accordance with the institutional Electronic Health Record (EHR) – Use of Templates and Copying Functionality Policy 3364-100-53-26; which details acceptable use of copy and reset button procedures, appropriate documentation by provider, and definition of terms.

- Residents must complete pharmacy documentation and medical records in a timely and accurate manner.
- When the residents are rotating at other educational sites, he/she must follow the policies and procedures at those sites for professionalism, patient safety, and medical record completion.

<p><b>Approved by:</b></p> <p><u>/s/</u> <u>05/26/2022</u>  Lindsey Eitniew, Pharm D, BCPS, AAHIV  Director of Pharmacy, Acute Care Services  Date</p> <p><u>/s/</u> <u>05/26/2022</u>  Russell Smith, PharmD, MBA, BCPS  Senior Hospital Administrator  Date</p> <p><i>Review/Revision Completed By:</i>  <i>Pharmacy</i></p>	<p><b>Review/Revision Date:</b>  8/2016  5/2022</p>
<p><b>Next Review Date:</b> 5/2024</p>	
<p><b>Policies Superseded by This Policy:</b></p>	