IMPROVE SAFETY
ENHANCE QUALITY
BOOST MORALE
TRANSFORM BEHAVIORS

The Professionalism Program at Penn Medicine
PROFESSIONAL BEHAVIOR IS THE CORNERSTONE OF A SAFE AND PRODUCTIVE HEALTH CARE WORKPLACE.
Effective January 1, 2009, the Joint Commission instituted a new Leadership standard (LD.03.01.01). Each hospital or organization seeking accreditation must:

- Establish a code of conduct defining acceptable, disruptive, and inappropriate behaviors.
- Create and implement a process for managing disruptive and inappropriate behaviors.

PRIORITIZE PROFESSIONALISM
OUR SERVICES

Individual Consultation and Referral

Identify potential sources of disruptive behavior in individual physicians and managers using targeted assessment model.

Develop evidence-based action plans for referrals and interventions in partnership with behavioral health experts.

Group Intervention

Address difficult dynamics and behavioral challenges within groups using conflict management techniques.

Mediate disruptive or toxic relationships in the workplace to improve team function.

Hiring and Promotion Assessment

Evaluate executives and candidates for key positions and appropriate organizational fit.

Identify strengths, potential areas of concern, interactional styles, personality, and ability to integrate with current culture.
Management Consultation

Equip managers and supervisors with processes and tools to identify and address disruptive behaviors effectively and efficiently.

Assist with structuring organizational policies and provide guidelines for unacceptable and inappropriate behaviors.

Weekend Intervention

Offer intervention for physicians in need of improved coping skills and basic frustration management through evidence-based small group course.

Provide tools for modifying behavior and maintaining improved future performance.

Cognitive Abilities Assessment

Assess physicians via neuropsychological and other testing tools to identify strengths and areas of concern.

Generate recommendations for skill-based interventions to improve performance.
ABOUT THE DIRECTOR

Jody J. Foster, MD, MBA is the Clinical Executive Director of the Professionalism Program at Penn Medicine. Dr. Foster’s experience and skill in assessing and advancing professionalism in the workplace is unparalleled. Her leadership roles at the University of Pennsylvania, including Executive Medical Director of Penn Behavioral Health Corporate Services; Director of the Professionalism Committees at the University of Pennsylvania Health System; and Chair of the Department of Psychiatry at Pennsylvania Hospital, have informed her groundbreaking work, and she is lauded as an innovative leader in the field of disruptive behavior. As a Clinical Associate Professor of Psychiatry, Dr. Foster has received numerous awards for clinical excellence and teaching and was recently elected to Penn Medicine’s inaugural class of the Academy of Master Clinicians, the highest clinical honor bestowed upon a Penn Medicine physician.

CONTACT US

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