Professionalism Initiative
Penn Medicine recognizes professionalism as a commitment to practicing humanistic values in the service of excellence in patient care, research, education, and civic engagement. At the individual, interpersonal, institutional, and societal levels, we express professionalism through our attitudes, behaviors, performance, and policies. Reflection, discussion, and teamwork amongst clinicians, educators, researchers, administrators, staff and students foster a collaborative culture devoted to advancing professionalism. At the forefront of this mission is a commitment to the core humanitarian values of integrity, respect, responsibility, altruism, accountability, and empathy alongside a duty to realizing competence, scholarship and justice.

As leaders, we hope to inspire an ethical model ensuring patient experiences of autonomy, dignity, and access to nondiscriminatory, confidential, compassionate care; research that advances knowledge, protects privacy, and strives to be free from bias and conflict of interest; and an educational framework that encourages original thought, dynamic discourse, and creative discovery.

At all levels, in all roles, and by all practices, we strive for the highest standards of patient care, biomedical innovation, education, and civic engagement.

*Adopted by Academy of Master Clinicians 2015*
Current Initiatives

- Professionalism Program at Penn Medicine
  - [http://www.med.upenn.edu/professionalism/](http://www.med.upenn.edu/professionalism/)
  - Jody Foster, MD, MBA

- AOMC/DNCA members working group on burnout

- NAM Action Collaborative on Clinician Well-Being and Resilience
  - Penn Medicine Commitment Statement

- Penn Medicine Professionalism Initiative
  - Presented to Academic Steering Committee
  - Lisa Bellini, MD will present at AOMC meeting in February

- Vanderbilt Center for Patient and Professional Advocacy
  - [https://ww2.mc.vanderbilt.edu/cppa/45374](https://ww2.mc.vanderbilt.edu/cppa/45374)
  - Training of AOMC members
Current Initiatives (cont’d)

- Faculty Life and Professional Development
  https://www.med.upenn.edu/flpd/life/
  - Welcome to the Penn Community
  - Faculty Health
  - Physician Well-Being Index
  - Employee Assistance Program
  - Worklife
  - Wellness Committee
As faculty at the Perelman School of Medicine, you and your family are encouraged to access the programs, resources, and benefits that support overall wellness.
Reduce Burnout, Bring Joy in Practice (Shanafelt)

- **Design organizational systems to address human needs**
  - Sense of meaning, purpose, and autonomy
  - Involvement of front-line professionals and organization leaders in decision-making
  - Collaborations between physicians and nurses
  - What does the institution reward/punish? Use of incentives?
  - Devoting up to 1/5 of professional work effort to meaningful activity results in lower risk for burnout
  - Flexibility in work schedules

- **Develop leaders with participative management competency**
  - Participative management with collaborative action planning
  - Term limits
Reduce Burnout, Bring Joy in Practice (cont’d)

❖ **Build social community**
  - Team-based decision making
  - Commensality—sharing a meal together
    - 15th floor PCAM

❖ **Remove sources of frustration and inefficiency**
  - Team-based identification of processes, behaviors, policies that sap joy and lead to burnout
    - “What are the pebbles in your shoe?”
    - Clerical burden, EHR, dysfunctional processes, work-life integration, lack of flexibility
    - Get back 90 minutes/day
    - Minimize clinical burden; maximize clinician efficiency

❖ **Reduce preventable patient harm and support second victims**
  - Peer support initiatives
Reduce Burnout, Bring Joy in Practice (cont’d)

- **Bolster individual wellness**
  - Resilience
  - Individual/institutional responsibility for wellness and resilience
Possible Suggested Action Items

- Teaching online modules through Knowledge Link on topics such as:
  - Professionalism
  - Faculty well-being
  - Sexual harassment
  - Bullying
  - How to respond to disruptive behavior

- Rapid response peer support teams
- Department/division trained professionalism committee
- Proactive response interventions for observed behavioral changes
- New faculty well being ideas
Possible Suggested Action Items

- Interventions to improve clinical infrastructure to increase faculty efficiency
  - EPIC optimization
  - Local factors

- Appoint a Chief Well-being Officer
Next Steps

- **Recommendations by Working Groups**
  - Concrete and specific
  - Progress reports at monthly AOMC meetings