

Expectations of Physicians Granted Privileges at NMC

This document describes the expectations that physicians have of each other as members of our medical staff based on the ACGME/Joint Commission physician General Competencies framework. The expectations described below reflect current medical staff bylaws, policies and procedures and organizational policies. This document is designed to bring together the most important issues found in those documents and key concepts reflecting our medical staff's culture and vision.

Medical staff leaders will work to improve individual and aggregate medical staff performance through providing appropriate measurement of these expectations that provides positive and constructive feedback so each physician has the opportunity to grow and develop in his or her capabilities to provide outstanding patient care and valuable contributions to our hospital.

Patient Care: Practitioners are expected to provide patient care that is compassionate, appropriate, and effective for the promotion of health, prevention of illness, treatment of disease and at the end of life as evidenced by the following:

1. Achieve patient outcomes that consistently meet or exceed generally accepted medical staff standards.
2. Demonstrate caring and respectful behaviors when interacting with patients and their families
3. Assure that each patient is evaluated by a physician as often as necessary and document findings in the medical record at that time.
4. Gather essential and accurate information about their patients and make clinical decisions based on patient information and preferences and available scientific evidence.
5. Use sound clinical judgment to develop and carry out patient management plans
6. Counsel and educate patients and their families
7. Cooperate with hospital efforts to implement methods to systematically enhance disease prevention.
8. Address end-of-life issues in the patient care plan when appropriate to a patient's condition, including advance directives and patient and family support, and honor patient desires.
9. Supervise residents, students and allied health professionals to assure patients receive the highest quality of care.

Medical Knowledge: Practitioners are expected to demonstrate knowledge of established and evolving biomedical, clinical and social sciences, and the application of their knowledge to patient care and the education of others as evidenced by the following:

1. Maintain ongoing medical education and board certification as appropriate for each specialty
2. Use evidence-based guidelines when available, as recommended by the appropriate specialty, in selecting the most effective and appropriate approaches to diagnosis and treatment.

Practice Based Learning and Improvement: Practitioners are expected to be able to use scientific evidence and methods to investigate, evaluate, and improve patient care as evidenced by the following:

1. Review your individual and specialty data for all dimensions of performance and utilize this data to for self improvement to continuously improve patient care.
2. Respond in the spirit of continuous improvement when contacted regarding concerns about patient care.
3. Use hospital information technology to manage information, access on-line medical information; and support their own education

4. Facilitate the learning of students, trainees and other health care professionals

Interpersonal and Communication Skills: Practitioners are expected to demonstrate interpersonal and communication skills that enable them to establish and maintain professional relationships with patients, families, and other members of health care teams as evidenced by the following:

1. Communicate effectively with other physicians and caregivers, patients and their families through appropriate oral and written methods to ensure accurate transfer of information according to hospital policies.
2. Work effectively with others as a member or leader of a health care team or other professional group
3. Maintain medical records consistent with the medical staff bylaws, rules, regulations and policies.
4. Maintain high patient satisfaction with physician care.

Professionalism: Practitioners are expected to demonstrate behaviors that reflect a commitment to continuous professional development, ethical practice, an understanding and sensitivity to diversity, and a responsible attitude toward their patients, their profession, and society as evidenced by the following:

1. Act in a professional, respectful manner at all times and adhere to the Medical Staff Code of Conduct.
2. Respond promptly to requests for patient care needs.
3. Address disagreements in a constructive, respectful manner away from patients or other non-involved caregivers.
4. Respect patient rights by discussing unanticipated adverse outcomes with patients and/or appropriate family members.
5. Follow ethical principles pertaining to provision or withholding of clinical care, confidentiality of patient information, informed consent, and business practices
6. Utilize sensitivity and responsiveness to culture, age, gender, and disabilities for patients and staff.
7. Make positive contributions to the medical staff by participating actively in medical staff functions and serving when requested and by responding in a timely manner when provided information on medical staff matters requesting medical staff member input.

Systems Based Practice: Practitioners are expected to demonstrate both an understanding of the contexts and systems in which health care is provided, and the ability to apply this knowledge to improve and optimize healthcare as evidenced by the following:

1. Ensure timely and continuous care of patients by clear identification of covering physicians and by availability through appropriate and timely electronic communication systems.
2. Provide quality patient care that is cost effective by cooperating with efforts to appropriately manage the use of valuable patient care resources.
3. Cooperate with guidelines for appropriate hospital admission, level of care transfer, and timely discharge to outpatient management when medically appropriate.
4. Comply with hospital efforts and policies to maintain a patient safety culture, reduce medical errors, meet national patient safety goals and improve quality.