

# IOWA LUTHERAN HOSPITAL FAMILY MEDICINE RESIDENCY PROGRAM

## Policy: Professional Conduct and Contract

Professionalism at UnityPoint Health is paramount to our mission. This competency is central to the practice of medicine and has at least equal value to the other competencies. It is our belief that combining the science of medicine with the art of medicine helps to shape a rewarding life experience as a family physician. Our goal is to do everything we do as professionals and to professional standards.

Dictionaries define professionalism as the conduct, aims or qualities that characterize or mark a profession. However, knowledge and skills alone do not make one a professional nor does having a professional degree. Medical organizations such as the National Board of Medical Examiners list the following elements of professionalism:

- Altruism – Unselfish devotion to the welfare of others
- Honor and Integrity – Fair, truthful and humanistic    Respect and Courtesy
- Excellence and Scholarship – Continuous life-long learning in order to exceed expectations
- Responsibility and Accountability
- Leadership
- Caring and Compassion

The expectations of the Residency Review Committee in Family Medicine are a commitment to high standards of professional conduct, demonstration of altruism, compassion, honesty and integrity, following the principles of ethics and confidentiality and consideration of religious, ethnic, gender, educational and other differences in interacting with patients and other members of the healthcare team. Beyond these basic requirements, other key elements of professionalism include duty – the free acceptance of commitments to service, availability and responsiveness, acceptance of personal inconvenience, advocacy for best care, willingness to teach and lead, compliance with the highest ethical standards and volunteering in the community.

We believe professionalism in action includes:

- Planning and advocating on behalf of patients or teams
- Being aware of the impact of one's own actions on others
- Communicating effectively and with respect
- Making decisions on scientific principles and evidence-based medicine
- Being on time, attending required meetings, tracking one's own schedule
- Accepting feedback or criticism well
- Following up on patient tests and progress and timely completion of medical records and other required documentation
- Presenting fit for duty in proper attire including the UnityPoint Health Identification Badge

We recognize that stress and overwork can impact behavior. Nevertheless, we expect personal accountability and vigilance about ethical behavior and immediate self-reporting to ones faculty advisor or program director should problems develop in these areas.

I commit to these standard and ideals:

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Resident  
Reviewed 5/15

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Date