

# Standards Behavior for the Medical Staff

## Issued by the Medical Staff of: East Jefferson General Hospital

East Jefferson General Hospital has, through a thorough process, developed **Behavioral Standards of Care** for East Jefferson General Hospital Team Members.

To acknowledge the work done by the hospital in this regard, the Medical Executive Committee has developed a similar **Standards of Behavior for the Medical Staff**.

### *East Jefferson General Hospital's Guiding Principles of Behavior:*

1. I will treat every patient as I wish to be treated when I am a patient.
2. I will treat every Team Member and physician as I wish to be treated as a physician.
3. I will treat every family member, guest or visitor as I wish to be treated when visiting my family and loved ones at East Jefferson General Hospital.

### PHYSICIAN/PHYSICIAN

Obviously physicians should effectively communicate with other treating physicians. When appropriate, the initial request for a consult should be communicated directly to the consultant and should include the exchange of pertinent information and development of an initial plan. Consults should be requested as early as possible. STAT or "see now" consults should be requested only for true emergencies. STAT and emergency consults should always be accompanied by a phone call to the physician being consulted.

Significant changes in the patient's status should be communicated to other pertinent physicians directly. Concurrence on a treatment plan among the physicians will decrease frustration for patients, their family and friends, as well as Team Members. This plan should be communicated to the patient and family with confirmation of their understanding. Consultants should make every effort to see consults as soon as possible.

A physician should never, in any way, second-guess or downplay another physician or Team Member in an open format. If there are problems, they should be addressed with appropriate hospital personnel or other physicians behind closed doors.

Some consultants recommend that physicians greet each other by name each time they pass in the halls.

Part of our charge is to be proactive in discharge planning and participate actively and effectively in the discharge process. Patients should be discharged as early in the day as possible. This is generally easier on patients and their family, and makes room for new patients.

While many hospitals focus on punitive action for disruptive physicians, the Medical Staff at East Jefferson General Hospital would like to enhance its focus on appropriate behavior and pursue physician behavior in a positive manner.

### PHYSICIAN/PATIENT

Patient care should always be foremost in all aspects of interaction between patients and physicians. Patients should be comfortable that they have received pertinent information, their questions have been answered and a plan, that they understand, has been effectively communicated. Always speak highly of the patient care team. All problems, as always, should be handled behind closed doors.

In general, we should thank our patients for using East Jefferson General Hospital, and do everything we can to make their experience professional and comfortable. Keep in mind that our actions and interactions can reflect positively on our institution and can encourage the patient to seek future care at East Jefferson General Hospital, which is an obvious benefit to the hospital and its Medical Staff.

Confidentiality is of paramount importance for our patients and should be maintained at all times.

## PHYSICIAN/FAMILY

Be courteous with family members and friends. Introduce yourself if they do not know you. Always speak highly of the entire medical team. If any care problems arise, they should always be discussed with the appropriate personnel behind closed doors. All family and visitors should be made to feel welcome at East Jefferson General Hospital. Steps should be taken to decrease their stress in times of need.

## PHYSICIAN/TEAM MEMBERS

All Team Members of East Jefferson General Hospital deserve to be treated with respect and kindness. They are working hard to care for **our** patients. There may be times when physician frustration is high, especially if an event takes place that might cause patient harm. In these cases all discussions should be held behind closed doors. Physicians should never express their frustration or displeasure to patients or their families.

When appropriate, Team Members should be greeted and thanked. Team Members self-esteem can be elevated when a physician takes time to seriously discuss care issues in a nurse-to-physician conversation. Respecting a concern raised by a Team Member will often lead to improved patient care. Several “team environment” studies have pointed to success of a **CUS** code. When someone on the team mentions that they are Concerned, Unsafe or Scared (CUS), the physician or leader should assume that there is a potentially significant problem and address the issue immediately. In these circumstances it is the physician’s responsibility to listen carefully and make decisions that may diffuse a potential problem. Team Members should be encouraged to give their input and be thanked for the care they provide to our patients.

## PHYSICIAN/GUESTS

Greet all guests pleasantly. We should treat all guests as though they were at East Jefferson General Hospital to visit one of our loved ones. If they seem confused, offer them assistance. Help them find their way.

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East Jefferson General Hospital

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