The Domino effect
Professionalism in Medicine

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COPIC
UC SOM
Academy of Medical Educators
2014
Percent of student mistreatment at CU?

60%
What is Professionalism?
Meet Tom Morgan MD—could be any of us
Analyze this
What is the Percent burnout in US physicians?
Percent burnout in US physicians?

- 45%
- Worse on front line
- Worse than general population
Stressors
### Stressors

<table>
<thead>
<tr>
<th>Personal</th>
<th>Professional</th>
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<tbody>
<tr>
<td>- Spouse and family relationships</td>
<td>- What kind of practice?</td>
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<tr>
<td>- Physical health</td>
<td>- Legal</td>
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<tr>
<td>- Mental health</td>
<td>- Call</td>
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<tr>
<td>- Balance</td>
<td>- $</td>
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<tr>
<td>- Money</td>
<td>- Contracts</td>
</tr>
<tr>
<td>- Change</td>
<td>- Caregiver fatigue</td>
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<td>- Change</td>
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</tbody>
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Who is effected?

- Doc to doc
- Doc to residents
- Doc to MS
- Doc to staff
- Staff to staff
- Staff to pt
Disruptive physician policy issues can be a level one violation
And the result is.....Impact

- Low morale
- High turnover
- Pt satisfaction
- Patient safety
- Litigation
Hidden cost

- Turnover
- 150% to replace staff
- 90% of pts leave w/o telling
- 13% tell 20 others
- 5 X the cost to replace a pt
Impact

Disrespectful behavior threatens organizational culture, compromises patient safety and negates the learning environment.

Event vs. behavior- could be you or a partner
Concepts

- Work burnout
- Emotional IQ
- Ripple effects
- Flooding
- Horizontal hostility
Drive

Autonomy

Mastery

Purpose

http://richellevawork.wordpress.com/
Emotional IQ

- Self awareness
- Self regulation
- Empathy
- Listening
- Resolve conflict
- Cooperative
Emotional IQ

Can be learned
Ripple effect
Flooding
Horizontal hostility
Analyze that
Your turn

Chess 3045: Your turn... Lenka
Intervention- 4 P’s

- Plan
- Place
- Perception
- Place of love
Invest in relationships
Medical professionalism is the "heart and soul of medicine." More than the adherence to ethics, it is the daily expression of what originally attracted them to the field of medicine – a desire to help people and to help society as a whole by providing quality health care.
How do we ourselves behave?

What will you differently tomorrow?

Please fill out the feedback form

Dennis Boyle M.D.