



BOSTON UNIVERSITY MEDICAL GROUP

PROFESSIONAL AND BEHAVIORAL STANDARDS



As BUMG members, we agree to demonstrate and promote professionalism at BUSM and BMC with the following standards:

WE FOCUS ON PATIENTS	<ol style="list-style-type: none"> 1. Prioritize patient health and safety 2. Promote service excellence for all aspects of the patient experience 3. Create an environment of shared decision making with patients 4. Communicate results to patients in a timely manner 5. Improve value by minimizing delays and inconvenience
WE ACCEPT OWNERSHIP AND RESPONSIBILITY	<ol style="list-style-type: none"> 1. Act and communicate with honesty and integrity 2. Stay informed about and support organizational decisions and goals 3. Hold ourselves and others accountable to standards and policies 4. Take responsibility for the actions of all trainees under our supervision 5. Use all resources efficiently – eliminate waste
WE COLLABORATE ON CARE DELIVERY	<ol style="list-style-type: none"> 1. Foster a safe, respectful, and supportive work and learning environment 2. Demonstrate civility and collegiality in all interactions 3. Document and communicate clinical information in a clear and timely manner 4. Perform effective transitions of care within BMC and our community 5. Be accessible to trainees and foster an environment that encourages them to seek input
WE STRIVE FOR CONTINUOUS IMPROVEMENT	<ol style="list-style-type: none"> 1. Practice evidence-based medicine 2. Identify opportunities for improvement and actively participate in solutions 3. Foster improvement by reporting success and failure in a transparent manner 4. Contribute to the improvement of our community and the betterment of public health 5. Honor and attend to our own health needs and those of our colleagues

WE ARE TIMELY AND ACCOUNTABLE	<ol style="list-style-type: none"> 1. Wash/sanitize our hands before and after each inpatient or office encounter (see policy). 2. Complete all medical record documentation in accordance with the approved standards (see policy). 3. Arrive at least 5 minutes prior to the first ambulatory appointment and at least 20 minutes prior to the scheduled start time in the OR. 4. Provide a minimum 60 day notice for routine away time. 5. Manage our Epic in-baskets efficiently. <ol style="list-style-type: none"> a. Review all results and notify patients of normal results within 14 days and by the end of the next business day for clinically urgent results. b. Respond to phone calls and MyChart messages by the end of the next business day. c. Complete requests for prescription refills by the end of the next business day. 6. See all inpatients, including new admissions, under our direct care daily and document in the chart the same day. 7. Complete initial inpatient consults and documentation within 24 hours; clinically urgent consults require attending to attending communication (see policy). 8. Ensure that the attending physician, resident, or fellow on service calls the ED within 15 minutes of being paged and is physically present within 45 minutes, if requested (see policy). 9. Answer all pages within 15 minutes.
WE COMMUNICATE WITH PATIENTS AND COLLEAGUES	<ol style="list-style-type: none"> 1. Conduct direct provider to provider communication for inpatients at times of transitions of care or a significant change in clinical status or treatment plan (see policy). 2. Surgeons/physicians notify the attending of record if an inpatient requires surgery or a procedure. 3. Responsible attending physicians complete and sign a discharge summary within 24 hours. 4. Maintain accurate paging status when away to ensure patients and staff may contact a covering provider.