SUBJECT: Expectations of Practitioners Granted Privileges

**POLICY STATEMENT**

The medical staff competency expectations of practitioner performance provided in this policy have been approved by the MEC and the Medical Staff of Baptist Hospitals of Southeast Texas. The goal of communicating these expectations is to create a fair process for practitioners on our medical staff to hold each other mutually accountable for practitioner performance.

**PROCESS for communication and use of practitioner competency expectations**

These following expectations are provided to new applicants/appointees practitioners at time ofinitial appointment and current members at reappointment.

***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:

* Provide effective patient care that consistently meets or exceeds medical staff or appropriate external standards of care as defined by comparative outcome data, medical literature and results of peer review activities.
* Plan and provide appropriate patient management based on accurate patient information, patient preferences, current indications and available scientific evidence using sound clinical judgment.
* Assure that each hospitalized patient is evaluated by a physician as defined in the bylaws, rules and regulations and document findings in the medical record at that time.
* Counsel and educate patients and their families
* Cooperate with hospital efforts to implement methods to systematically enhance disease prevention.
* If applicable, 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:

* Use evidence-based guidelines when available, as recommended by the appropriate specialty, in selecting the most effective and appropriate approaches to diagnosis and treatment.
* Maintain ongoing medical education and board certification as appropriate for each specialty
* Demonstrate appropriate procedural and cognitive skills as required by the medical staff.

***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 team as evidenced by the following:

* Communicate effectively with practitioners, other caregivers, patients and families to ensure accurate transfer of information through appropriate oral and written methods according to hospital policies.
* Demonstrate caring and respectful behaviors when interacting with patients and their families.
* Request inpatient consultations by providing adequate communication with the consultant including a clear reason for consultation and direct physician-to-physician contact for urgent or emergent requests.
* Maintain medical records consistent with the medical staff bylaws, rules, regulations and policies.
* Work effectively with others as a member of the health care team.
* Strive for patient satisfaction with practitioner 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:

* Act in a professional, respectful manner at all times and adhere to the Staff Code of Conduct policies.
* Respond promptly to requests for patient care needs.
* Address disagreements in a constructive, respectful manner away from patients or non-involved caregivers.
* Participate in emergency call as defined in the bylaws, rules and regulations.
* Follow ethical principles pertaining to provision or of clinical care, confidentiality of patient information, informed consent, and discussion of unanticipated adverse outcomes.
* Utilize sensitivity and responsiveness to culture, race, age, gender, and disabilities for patients and staff.
* Make positive contributions to the medical staff by participating actively in medical staff functions, serving when requested and by responding in a timely manner when input is requested.

***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:

* Comply with hospital efforts and policies to maintain a patient safety culture, reduce medical errors, and meet national patient safety goals.
* Follow nationally recognized recommendations regarding infection prevention procedures and precautions when participating in patient care.
* Ensure timely and continuous care of patients by clear identification of covering physicians and by availability through appropriate and timely communication systems.
* Provide quality patient care that is cost effective by cooperating with efforts to appropriately manage the use of valuable patient care resources.
* Cooperate with guidelines for appropriate hospital admission, level of care transfer, and timely discharge to outpatient management when medically appropriate.

***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:

* Regularly review your individual and specialty data for all general competencies and use the data for self-improvement of patient care.
* Respond in a constructive manner when contacted regarding concerns about patient care.
* Use hospital information technology to manage information and access on-line medical information.
* Facilitate the learning of students, trainees and other health care professionals, if applicable.