

STATEMENT OF MEDICAL STAFF CONDUCT

It is the expectation of Saint Michael's Hospital that all members of the Medical Staff shall conduct themselves in a manner that exemplifies a high level of human behavior and preserves human dignity. Thus, the members of the Medical Staff agree to interact with others in a respectful, supportive, honest, open, cooperative, and compassionate manner.

Communication:

- Relay factual, pertinent information clearly and concisely
- Be open and willing to listen to and acknowledge opposing opinions/ideas
- Do not swear or make demeaning comments to others
- Seek a private location to resolve issues

Professionalism and Leadership:

- Accept ownership for your actions
- Avoid defensive behavior
- Address behaviors/conflicts with tact, discussion, and empathy
- Consider employing the 24-hour rule prior to reacting to an event or situation.
- Provide constructive feedback vs. criticism to others when opportunities to improve performance exist
- Recognize the contributions of others in the organization
- Acknowledge that the physician is the leader of patient care, a role model to others, and is accountable for setting the tone and leading by example
- Treat others with respect/courtesy

Team Player:

- Bring issues/ideas directly to involved party/parties and seek resolution through consensus
- Work with others toward a common goal
- Do not talk about others behind their back
- Utilize the appropriate chain of command, taking personal initiative to redirect people to their manager rather than becoming "caught in the middle"
- Recognize the contributions of others in the organization

Conflict Management:

- Surface and resolve conflict in a manner consistent with our values to create better solutions
- Do not draw other individuals into existing conflict situations when they are not directly involved and do not serve a role in resolving conflict
- Focus on issues and needs rather than individuals

I have read and accept the Statement of Medical Staff Conduct.

Applicant's Signature

Date