



Categorized List of Behaviors

Communication/Interpersonal Behaviors that can be Observed Primarily through Interactions with Patients

Examples:

Adapts communication style and content for patients

- Uses simple/lay terms when speaking with patients
- Draws pictures to explain concepts to patients

Attends to patient needs for comfort and privacy

- Knocks before entering examination room
- Introduces self to patient
- Drapes patient appropriately

Confirms patient's understanding of information provided

- Asks patient if s/he understand the information provided
- Asks patient to repeat information given to ensure understanding

Involves patients in decision making

- Asks patient for his/her input regarding proposed treatment options
- Presents balanced information regarding treatment options

Communication/Interpersonal Behaviors that can be Observed Primarily through Interactions with Professional Colleagues

Examples:

Communicates necessary patient information for optimal transition of care

Discusses colleagues in a respectful manner

- Does not speak negatively of colleagues
- Avoids engaging in gossip regarding colleagues

Discusses patients in a respectful manner

- Does not make inappropriate comments regarding patients

Facilitates communication among team members

- Refrains from dominating class discussions
- Does not invalidate the input of others

Provides supportive and constructive feedback

- Presents feedback using a positive framework/focusing on improvement

Reacts appropriately to other's lapses in conduct and performance

- Takes action when an obvious lapse in performance or conduct is noticed
- Speaks with appropriate person (offender or appropriate authority) when lapse occurs

Resolves conflicts in a collegial manner

- Talks through disputes with others
- Makes compromises when appropriate
- May agree to respectfully disagree

Listens to others respectfully and attentively

- Displays appropriate body language to indicate attentiveness
- Does not interrupt speaker
- Does not allow his/herself to be distracted by surrounding activity (ie, cell phones, computer, people talking)

Respect, Integrity, Compassion, and Responsibility Behaviors Related to Patients

Examples:

Demonstrates appropriate boundaries with patients

- Maintains appropriate physical contact with patient
- Demonstrates sensitivity to different cultural norms

Displays compassion and respect for all patients even under difficult circumstances

- Avoids inappropriate self-disclosure
- Exhibits caring attitude to all patients during stressful periods

Ensures that coverage is provided for patients when unable to fulfill responsibilities

- Signs over patients prior to leaving shift

Incorporates patient's values and beliefs into management plan

- Listens receptively to patient's concerns regarding treatment, and works with patient to identify an acceptable management plan

Maintains confidentiality of patient information

- Does not discuss patient details with unauthorized persons.
- Ensures the security of patient records

Takes on extra work when appropriate for the benefit of the patient

- Seeks relevant literature regarding patient's condition, when needed

Uses resources effectively to ensure optimal patient care

Respect, Integrity, Compassion, and Responsibility Behaviors Related to Colleagues/Teams

Examples:

Completes share of responsibilities

Credits others for their contributions

- Outwardly acknowledges the time/effort/insight provided by others

Demonstrates appropriate boundaries with other health care professionals

- Does not knowingly make a colleague feel uncomfortable by discussing personal business in public, or touching fellow colleagues inappropriately

Engages in informal teaching and learning activities with colleagues

- Provides mentoring to peers

Maintains a positive attitude despite unanticipated additional work

- Refrains from excessive complaining when asked to take on additional work
- Views additional work as a learning opportunity

Makes valued contributions during class, rounds, or meetings

- Does not remain silent when input is solicited
- Asserts thoughts/ideas of value to others

Motivates team members to work together effectively

- Directs team members to a common goal
- Provides encouragement to work as a team

Offers advice when appropriate

- Gives useful suggestions or feedback to others when asked

Provides patient information to team members in a timely and effective manner

Serves as knowledge or skill resource for others

Solicits input from colleagues when appropriate

Takes on extra work when appropriate to help the team

Attends classes and meetings for their full duration

Demonstrates preparedness for class, meetings, and rounds

Demonstrates self motivation and accountability for own learning

Demonstrates accountability when unable to fulfill responsibilities

Modifies behavior based on experiential learning

- Provides helpful suggestions to colleagues
- Makes others aware that s/he is available to provide information or assistance as needed
- Takes the time to assist others
- Asks for advice from colleagues when in need of assistance
- Takes on additional patients or works extra hours during busy periods
- Refrains from leaving class early
- Completes assignments on time
- Does not arrive to class/meetings without notes, appropriate texts, etc
- Conducts own research/inquiry in areas of interest in order to build upon knowledge foundation
- Elects to take on additional study in areas of deficiency
- Does not demonstrate the expectation of "spoon feeding" of instruction
- Notifies instructor when unable to attend class
- Notifies peers when unable to attend study sessions
- Acquires notes from missed meetings
- Learns how to work with others
- Demonstrates flexibility in changing opinions

**Respect, Integrity, Compassion, and Responsibility
Behaviors Related to Systems or Occurring
Anywhere**

Examples:

Adheres to institutional policies and procedures

Admits errors and assumes responsibility

Advocates for the individual patient

Arrives on time for scheduled activities and appointments

Conveys information honestly and tactfully

Demonstrates sensitivity to power inequalities in professional relationships

Fulfills responsibilities in a timely manner

Maintains composure during difficult interactions

Maintains thoroughness and attention to detail

Modifies behavior based on feedback

Requests help when needed

- Obeys the rules set forth by the institution
- Takes responsibility for his/her mistakes
- Is not late for class or group activity
- Presents information truthfully and diplomatically
- Does not procrastinate
- Uses time appropriately
- Remains calm during stressful situations
- Demonstrates that s/he has listened to feedback by acting upon the feedback to improve his/her professional self
- Knows when to involve others

Responds promptly when paged or called

Acknowledges limits of one's own knowledge

Responds receptively to diverse opinions and values

Demonstrates humility

Maintains the confidentiality of test material

- Says "I don't know" when s/he lacks the appropriate knowledge
- Does not pretend to know everything
- Tolerates the belief systems of others
- Acknowledges the opinions of others as valuable
- Refers to self modestly
- Avoids self aggrandizement
- Does not boast of accomplishments
- Refrains from disclosing exam content to others