



Baylor
College of
Medicine

CENTER FOR
PROFESSIONALISM

ANNUAL REPORT

ACADEMIC YEAR 2023-2024



WHAT WE DO

The Center for Professionalism offers professionalism programming throughout the BCM community, through innovations and collaborations, to support a positive learning and working environment.

The Center strives to create a culture of civility, compassion and connection by engaging each of BCM's schools and affiliate campuses to heighten professionalism.

OUR MISSION

HOW WE DEFINE PROFESSIONALISM

A set of attitudes and behaviors that cultivate competence and connection through positive, respectful and trustworthy relationships

Greetings from the Director:

As another academic year begins, it's a perfect time to reflect on the achievements and goals of the Center for Professionalism. This year has been especially impactful as the Center is celebrating its 10th anniversary. We are grateful that, with the vision and leadership of Dr. Paul Klotman and Dr. Biykem Bozkurt, our Center has been able to grow. This year we welcomed the addition of Dr. Stacey Rose and Dr. Kelley Arredondo.

The mission of the Center for Professionalism continues to be to enhance professionalism through educational and supportive measures and to enact a transparent and fair approach to perceived lapses of professionalism to establish personal accountability. These efforts contribute to the creation of an inclusive learning and work environment that serves to attract outstanding individuals to Baylor College of Medicine for their education and clinical and research careers and then to retain them. We believe that Baylor's focus on positive professionalism supports individual growth and nurtures creativity and collaboration. This benefits our growing number of campuses and affiliates and well beyond. It is through our professionalism that we optimally serve our entire healthcare team, our research efforts and our patients.

The Center has dedicated several new projects to address the ambiguity that some hold concerning the meaning of professionalism. To achieve this, our Center defines professionalism as a set of attitudes and behaviors that cultivate competence and connection through positive, respectful and trustworthy relationships. We are spreading this definition and tips on how to personify professionalism through our Professionalism Matters Grand Rounds, the What I Mean when I say Professionalism video (<https://www.youtube.com/watch?v=Qo7ECumwC-I>), the Professionalism in Practice series and additional programs.

We hope that you will join our efforts to build a culture of civility, compassion and connection through professionalism at Baylor College of Medicine. We look forward to seeing you at future events and to hearing about your experiences with Center programs and your ideas for additional initiatives! If you'd like to become more involved with the Center, please contact us!

Once again, thank you for all that you do to encourage and personally embody professionalism. You are truly the reason Baylor is such special place. Warm regards,

Ellen M. Friedman, M.D.

Professor
Senior Associate Dean, Professionalism
Director, Center for Professionalism



Ellen Friedman, M.D., FACS, FAAP

- Professor of Otolaryngology
- Senior Associate Dean of Professionalism
- Director, Center for Professionalism



Stacey Rose, M.D., FACP, FIDSA

- Associate Professor of Medicine - Infectious Diseases
- Associate Director of the Center for Professionalism



Kelley Arredondo, Ph.D.

- Assistant Professor of Medicine - Health Sciences Research
- Assistant Director of the Center for Professionalism



Larry Laufman, Ed.D.

- Associate Professor of Medicine and Center for Medical Ethics & Health Policy



Andrea Croft

- Senior Coordinator, Business Operations for the Center for Professionalism

CENTER FOR PROFESSIONALISM

MISSION AREAS AND OFFERINGS



Education/Training

- Profiles in Professionalism
- Grand Rounds
- Workshops and Retreats (customizable)
- Professionalism Breakfasts
- Student Elective (Professionalism Platform)



Creation of Community

- Professionalism Partners
- Summit Speakers
- Muffins with Mentors
- Wellness Initiatives
- Connection Cards



Validation of Professionalism

- POP Awards
- PEAR Awards
- Clark Faculty Service Award
- Ben and Margaret Love Foundation Bobby Alford Award



Accountability

- Cups of Coffee
- Consultations



Interprofessional Teamwork

- Interdepartmental Civility Projects
- "Threads Among Us"



Scholarship

- Mini-grants
- Interprofessional Collaborations Resulting in Podium Presentations and Publications

2023-2024 HIGHLIGHTS



EDUCATION/TRAINING

Profiles in Professionalism speakers

The Profiles in Professionalism series offers unique perspectives by visiting experts who discuss professionalism as it relates to training and practice in the health sciences. This year's speakers included:

- **Dr. Richard Gunderman**, Indiana University School of Medicine
- **Dr. Charlene Dewey**, Vanderbilt University
- **Dr. Daniel Dawes**, Founding Dean, School of Global Health at Meharry Medical College
- **Dr. Thomas Nasca**, President and CEO, ACGME
- **Dr. Jada Bussey-Jones**, Emory University School of Medicine

Professionalism Matters Grand Rounds

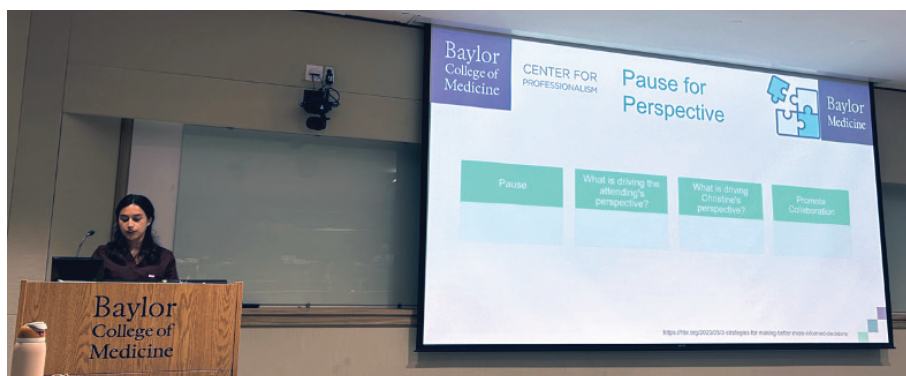
NEW!

“Professionalism Matters” is an interactive presentation to promote a shared understanding of the definition of professionalism and to facilitate positive behaviors through practical strategies in appreciation, communication, empathy and self-regulation. Thus far, the Center has delivered this presentation across 20 clinical and basic science departments, and to multiple BCM campuses and clinical affiliates. Of the participants, 98% report they would recommend this session to a colleague.

Contact [✉ professionalismatters@bcm.edu](mailto:professionalismatters@bcm.edu) to schedule a session for your group!

Professionalism in Practice

NEW!



Professionalism in Practice is a series of brief presentations, each highlighting a realistic vignette with two to three teaching points and aligned with professionalism competencies of the AAMC. It is designed to fit into a preexisting gathering, such as a departmental meeting or Grand Rounds, with the goal of enhancing civil collaborations. Originally developed in partnership between the Center for Professionalism and the Department of Medicine, the Professionalism in Practice activity is available to all departments across BCM upon request.

The Profiles in Professionalism series has been motivational and has helped ground my own career path.

- ANONYMOUS
RESPONSE FROM
SESSION PARTICIPANT

NEW!

What We Mean when We Say 'Professionalism'

Diverse members of the BCM community offer their perspectives on the definition and importance of professionalism.

 YouTube: <https://www.youtube.com/watch?v=Qo7ECumwC-l>

Special thanks to the Office of Communications and Community Outreach for its expertise in production and to the faculty and staff who generously offered their time and unique commentaries.

8

MEDICAL ELECTIVE SESSIONS

MEDICAL STUDENT ELECTIVE-
FACILITATING THE JOURNEY FROM
MEDICAL STUDENT TO PHYSICIAN:
POSITIVE PROFESSIONALISM



VALIDATION OF PROFESSIONALISM (AWARDS)



Power of Professionalism (POP) awards are based on an observed example of positive professional behavior.

Professional Educator Appreciation and Recognition (PEAR) awards are student-driven to recognize mentors who have significantly impacted their professionalism and medical training.

358

POP AWARDS
NOMINATIONS
RECEIVED
TO DATE

249

PEAR AWARDS
NOMINATIONS
RECEIVED
TO DATE

Is there someone who you feel deserves recognition for exemplary professionalism?

Email  ProfessionalismMatters@bcm.edu or submit a nomination online at

 bcm.edu/education/academic-faculty-affairs/center-for-professionalism/validation-of-professionalism.



ACCOUNTABILITY

The Center for Professionalism addresses professionalism challenges through a 'Cup of Coffee' — an informal conversation to promote reflection and self-regulation — and through consultations, which can occur before or in lieu of a 'Cup of Coffee' referral.

20

DEPARTMENTS
SERVED

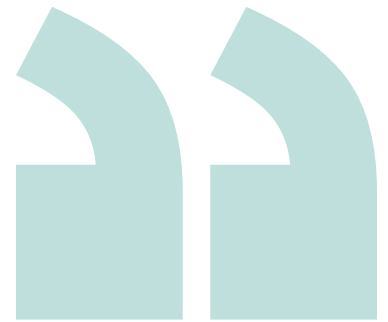
97%

OF BCM LEADERS WHO USE THE CUP OF COFFEE
ACCOUNTABILITY PROGRAM RATE IT AS
VERY GOOD OR EXCELLENT

In AY 23-24, the Center for Professionalism has provided consultative services and/or helped to address lapses in professionalism in collaboration with 20 clinical and basic science departments across the College.

Cups of Coffee are important opportunities for individuals to receive input on how their behavior(s) are received by others and to provide an opportunity for course-correction.

- ANONYMOUS NEEDS ASSESSMENT RESPONDENT



CREATION OF COMMUNITY

Attendance at Center activities fosters the establishment of a community of like-minded colleagues. During the past year, the Center offered the following events with collaborations across the College.

- **Sounds of Well-Being:** TMC Orchestra/ BCM BeWell
- **Profiles In Professionalism Speakers:** Department of Medicine Grand Rounds
- **Muffins with Mentors:** Center for Community Engagement and Health Equity
- **NEW! Health Policy Day:** Center for Medical Ethics and Health Policy
- **NEW! Onboarding for basic science faculty:** Office of Faculty Development
- **NEW! Professionalism in Practice series:** Department of Medicine; Department of Surgery



OTHER ACTIVITIES OF THE CENTER FOR PROFESSIONALISM IN 2024 INCLUDED:

10TH

ANNIVERSARY CELEBRATION

When the Center opened, we were among only five of the top 25 medical schools who had a Center focused on professionalism. To celebrate our 10th anniversary, Dr. Thomas Nasca, president and chief executive officer for the ACGME, led a fireside chat on “Organizational Professionalism,” which was followed by a dessert reception in Rayzor Lounge.



Connection Cards

Monthly graphic emails with an inspiring professionalism quote; initiated at the beginning of the pandemic to offer encouragement.



We deeply appreciate the encouragement and positivity that comes from the Center.

- BCM COMMUNITY MEMBER

Professionalism Partners

The Professionalism Partners is a group of BCM community members working to promote positive professionalism across the College. We thank our official Professionalism Partners and all of our partners in the BCM community who are working to promote positive professionalism across the College.

Some notable accomplishments of our partners include:

- Kaplan H, Robinson M, Grouls A. Voices Behind Bars: Ethical, Legal, and Practical Considerations for Surrogates Who Are Incarcerated. *Ann Intern Med.* 2023;176(9):1261-1263. Doi:10.7326/M23-1144
- Kaplan, HM, Kahl, A, Lim, J, A. "A novel case-based ethics morning report for teaching residents clinical ethics." Southern Group on Educational Affairs 2024 Annual Conference. April 11-13, 2024. Houston, TX. Oral presentation.
- Drs. Ayyala, Barbour, Kaplan, Ronca and Shah became members of the Academy of Professionalism in Health Care, and Dr. Czelusta continued her participation in this international organization in support of professionalism in medicine.



INTERPROFESSIONAL TEAM BUILDING

The Threads Among Us, Funded by a Presidential Grant from the Josiah Macy Foundation

This one-hour interactive program aims to remind healthcare providers of the common threads that link them together, including the primacy of empathy not only for patients, but also for each other.

22K

NUMBER OF
VIEWS TO DATE



SCHOLARSHIP

Conference presentations by Center for Professionalism leaders

- Mayo Clinic Symposium, Organizational Professionalism and Values in Health Care: Navigating Contemporary Challenge October 2023
- American Board of Medical Specialties (ABMS) presentations October 2023
- Academy for Professionalism in Health Care (APHC) October 2023 and June 2024
- KECK School of Medicine Innovations in Medical Education Conference February 2024 (one presentation was awarded “Best of Cool Ideas”)
- Southern Group on Educational Affairs (SGEA) “Professionalism in Practice” workshop April 2024



Publications/dissemination of Center initiatives

- Rose, S., Kusnoor, A., Huynh, P., Greely, J., Rojas-Khalil, Y., Kung, D., ... Appelbaum, N. (2024). Addressing unprofessional behaviors in the clinical learning environment: lessons from a multi-year virtual, intergenerational, interdisciplinary workshop. *Medical Education Online*, 29(1). <https://doi.org/10.1080/10872981.2024.2316491>.
- Appeared on the podcast of the Academy for Professionalism in Health Care (APHC)

Mini-grants awarded by the Center for Professionalism

- May 2024: Humans of Psychiatry/Sharing is Caring: Building Community through Storytelling and Photography-based Interviews in a Psychiatric Training Program. Lindsay Pershern, M.D.; Kim-Lan Czelusta, M.D.; Nasim Khalfe, M.D.
- April 2024. Gold Humanism Honor Society Humanism Journal Club Series. Moez Aziz, M.D.; Trevor Jamison, M.D.; Kevin Milligan, M.D.; Gold Humanism Residents and Fellows Executive Board
- January 2023. Bringing Residents Back to the Bedside: Revitalizing our Human Connection with Our Patients. Priti Dangayach, M.D., and Cody Pham, M.D.

Looking ahead

- **Professionalism in Practice:** adding small doses of case-based professionalism education (3-5 minutes) to an existing conference such as Grand Rounds; initiated with the Department of Medicine and now expanding to the Departments of Surgery, Family and Community Medicine and Obstetrics & Gynecology;
- **Civility Projects:** a systematic approach to enhance interprofessional collaboration between departments;
- **PB&J (Professionalism Based Journal club):** adding a morsel of professionalism education and training to an existing journal club setting for a division, department or other group;
- **Communities of Practice in Professionalism and Resilience (CPR):** seeking to engage individuals with similar roles at BCM to facilitate peer-learning and problem-solving for shared challenges.

Needs Assessment

The Center is responsive to the needs of our community. A recent needs assessment survey identified areas for additional programming and strong support for the Center for Professionalism's current activities.



POP awards are a nice way to recognize those who go out of their way to do nice things, which often go unnoticed.

The Center for Professionalism is a great resource as it offers an array of applicable sessions to complement our unit.

The Grand Rounds and speakers have been outstanding.

I love the connection cards with quotes or thoughts. They are simple and brief but they are always thought provoking or make you feel good.

If your department is interested in any offerings from the Center, please contact ProfessionalismMatters@bcm.edu.

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