Dear Baylor College of Medicine, Friends and Colleagues,

The Center for Professionalism has continued to build a sense of community, civility, and professionalism throughout Baylor College of Medicine and its affiliates. Our existence reflects Baylor’s commitment to this mission and we are especially proud that, among the 25 top tier medical schools in the country, Baylor is one of only five with an established Center for Professionalism.

Center activities are intentionally aligned with Baylor’s RIITE Values (Respect, Integrity, Innovation, Teamwork, and Excellence) as well as the Center’s desire to create a culture of courage, compassion and connection at Baylor College of Medicine, its affiliates, and other Texas Medical Center institutions. Our programs serve as a catalyst to assure that professionalism related topics form a fellowship of conversation across the campus and palpably demonstrate the institutional value that Baylor places on professionalism. Our programs also help faculty, trainees, and staff to enhance emotional intelligence, build skills that strengthen resilience, increase empathy, and combat burn out. Many participants come frequently to the various activities, building a familiar and supportive community of support.

Because disruptive behavior has a costly and negative impact on employee engagement, patient satisfaction, and patient safety, the Center works to reduce these concerns. One part of our programming is a multifaceted effort toward creating a high performance and collegial work and learning environment at Baylor. A highlight of Center activity in 2018 was release of our video, “The Threads Among Us, Improving Interprofessional Civility and Empathy in Health Care Teams.” Funded by a Josiah Macy Jr. Foundation President’s Grant, this video and experiential workshop demonstrate that respectful interprofessional civility optimizes patient care, creates a more pleasant work environment, improve recruitment and enhances retention of excellent faculty and staff.

In closing, thank you to all the faculty, learners, and staff who enhance professionalism at Baylor College of Medicine. We look forward to seeing you at future Center activities.

Kind regards,
Ellen M. Friedman, MD
Professor & Director, Center for Professionalism
Baylor College of Medicine

Baylor College of Medicine is 1 of only 5 of the 25 top tier Medical Schools with a Center for Professionalism
Networking Effects of the Center

RESPECT
BUILDING COMMUNITY, TRUST, RESILIENCE

INNOVATION

APPRECIATION, CIVILITY

TEAMWORK

CONNECTION, RETENTION

EXCELLENCE
REPUTATION, SCHOLARLY ACTIVITY

INTEGRITY
CULTURE CHANGE, REMEDIATION

Baylor College of Medicine CENTER FOR PROFESSIONALISM IN MEDICINE
BCM VALUES

RESPECT

"The greatest need of a human being is...to be validated, to be appreciated." - Steven Covey

Integrity

"A positive organizational culture is related to ensuring that everyone maintains a requisite level of professionalism" - Forni

INNOVATION

Creating an organization that encourages exemplary conduct may be the best way to prevent damaging conduct and perhaps decrease burnout" - LS Paine

Teamwork

"Employee turnover is one of the largest controllable costs for an organization" - Chapman, White

Excellence

"There is no power for change greater than a community discovering what it cares about." - Margaret J. Wheatley

- The Center for Professionalism's existence attests to BCM's commitment to positive change in our culture by creating a culture of courage, compassion, and connection

- The Center's programs promote BCM Values
The Power of Professionalism Award shows appreciation for exemplary professionalism which can be a source of renewal and resilience.

Informal breakfasts in which learners and junior faculty meet with senior leaders to discuss career paths, developing a sense of community and connection.

Profiles in Professionalism Speaker Series

Series of invited inspirational speakers to keep professionalism prominent in our daily conversations.

Attendance By Affiliations

- Baylor College of Medicine
- Texas Children's Hospital
- Ben Taub General Hospital
- Michael E. DeBakey Veterans Administration Medical Center
- Administration Medical Center
- St. Luke's Episcopal Hospital
- UT Health
- MD Anderson
The Cup of Coffee process begins with an initial informal meeting to encourage awareness, reflection and remediation of perceived lapses in professionalism.

Remediation of lapses in professionalism involves an escalation plan that is transparent, predictable and fair.

- 266 Cup of Coffee Conversations to date

**Center's Response Time**
- Carried out within 1 week of receiving concern: 82%

**Escalation**
- Required only 1 visit: 96%

**Reporting Methods**

- E-Mail: 48
- Phone: 10
- Hotline: 10

**Hospital Distribution**

- BCM: 26
- TCH: 21
- Ben Taub: 9
- St Luke's: 8
- VA: 4

**Category of Concern**

- Consult: 37
- Communication: 23
- Bullying: 8

**Level of Person Reported**

- Associate Professor: 20
- Assistant Professor: 18
- Professor: 12
- Other: 10
- Resident: 5
- PA: 3
Mini Grants

Encourage scholarly activities related to professionalism

- 14 awarded to date

The Threads Among Us Video & Workshop

"Improving Interprofessional Civility and Empathy in Health Care Teams"

Funded by the Josiah Macy Foundation

- 94%-97% indicated that the workshop, video and scenarios were good to excellent
- 97% would recommend both the video and the workshop to others


PEEPSS

Professionalism & Engagement Elevating Physician & Scientist Satisfaction

Faculty Group Practice physicians meet to network, socialize and improve referral patterns.

- 86% felt increased collegiality and more connected to other clinicians
- 79% said they are more likely to refer within Faculty Group Practice
Teamwork

Institutional Collaboration

Affiliated Hospital Collaborations

- Baylor College of Medicine: 45%
- Texas Children's Hospital: 22%
- CHI St. Luke's Health: 16%
- Harris Health System: 11%
- MD Anderson Cancer Center: 3%
- The Children's Hospital of San Antonio: 3%

BCM Collaborations

- BCM BeWell
- BCM Department of Medicine
- BCM GME
- BCM Neuroscience
- BCM UME
- Team Launch
- TCH Department of Surgery
- The Center for Medical Ethics
- The Office of Diversity
- The Office of Faculty Development
Excellence

Academic & Enduring Materials

3 Peer Reviewed Publications
3 Posters

Professionalism Presentations

18 Local
3 National
3 International

National Memberships

National Academy of Medicine
Action Collaborative on Clinician Well-Being and Resilience

GOLD FOUNDATION

ICCH
International Conference on Communicating to Healthcare