

Baylor
College of
Medicine®

CENTER FOR
PROFESSIONALISM
IN MEDICINE

Director's
Report

From the Director

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

1 of 5

**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



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

RESPECT

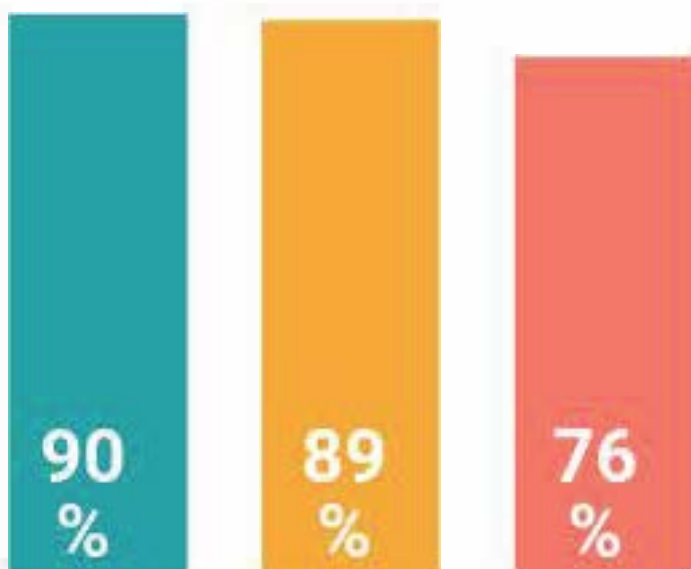


The **P**ower of **P**rofessionalism
Award shows appreciation for
exemplary professionalism which can
be a source of renewal and resilience

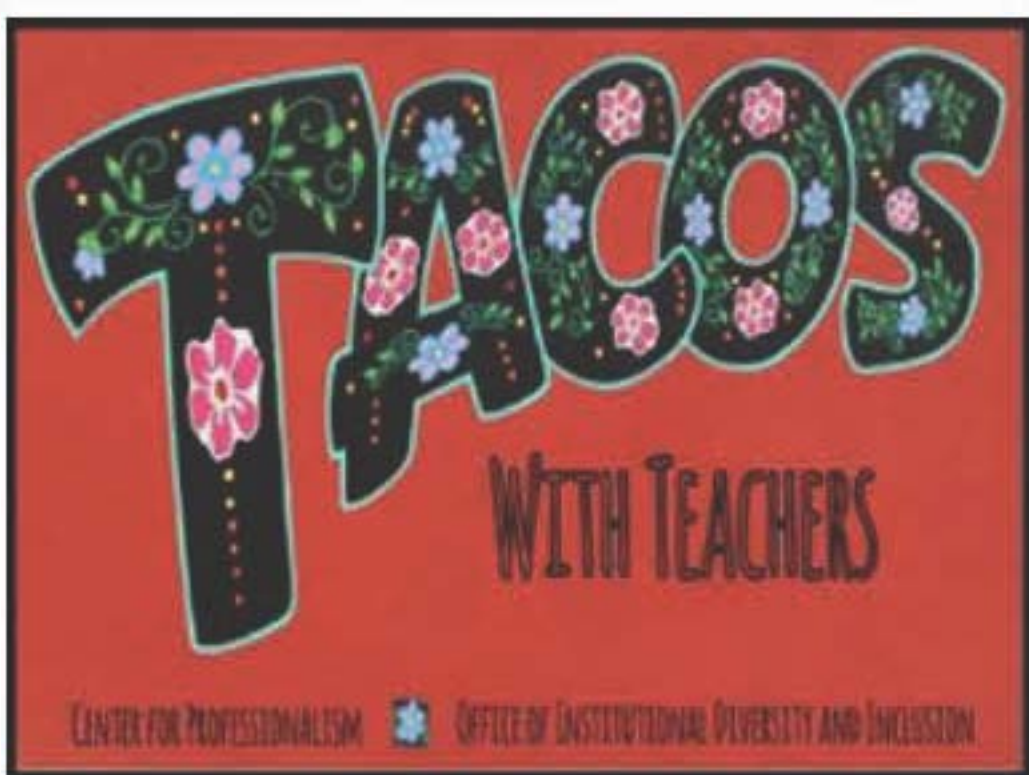


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Awarded



- Showed Baylor's commitment
- Affirmed professional efforts
- Motivated professionalism



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



- Would recommend to others
- Helped manage adversity
- Helped pursue passion
- Thought the faculty engaging

Profiles in Professionalism Speaker Series

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



Previously Featured:

Tait Shanafelt, MD
Seamus Kelleher
Aviad Haramati, PHD
Richard Gunderman, MD
Richard Harris
Aviad Haramati, PHD

Attendance By Affiliations

- Baylor College of Medicine
- Texas Children's Hospital
- Ben Taub General Hospital
- Michael E. DeBakey Veterans Administration Medical Center
- St. Luke's Episcopal Hospital
- UT Health
- MD Anderson



Integrity

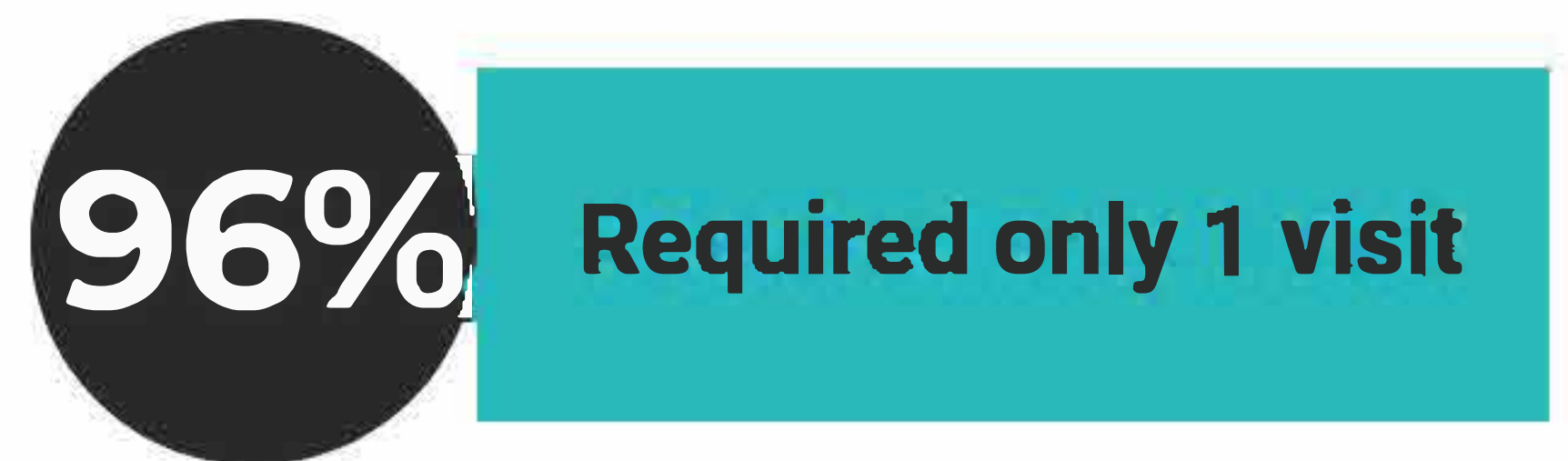
- The Cup of Coffee process begins with an initial informal meeting to encourage awareness, reflection and remediation of perceived lapses in professionalism
- Remediation of lapses in professionalism involves an escalation plan that is transparent, predictable and fair
- 266 Cup of Coffee Conversations to date



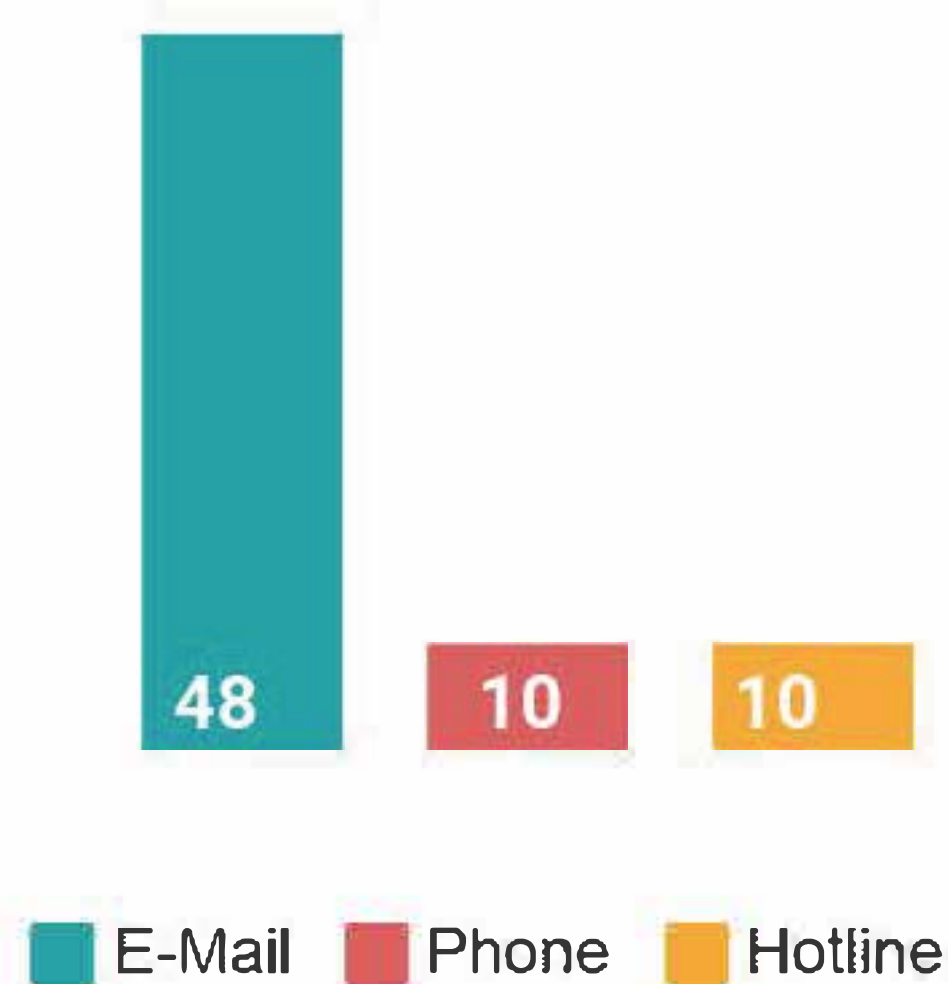
Center's Response Time



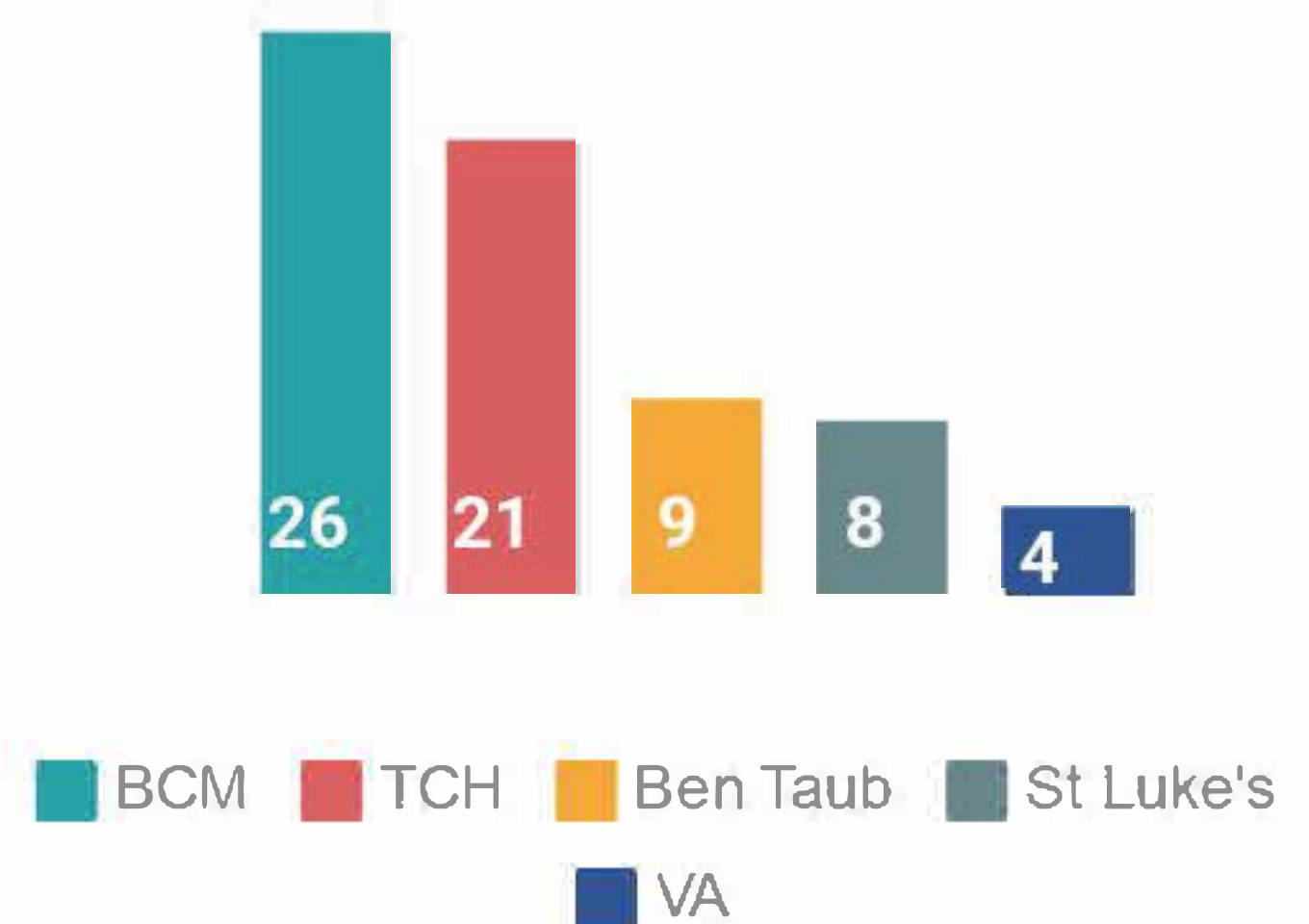
Escalation



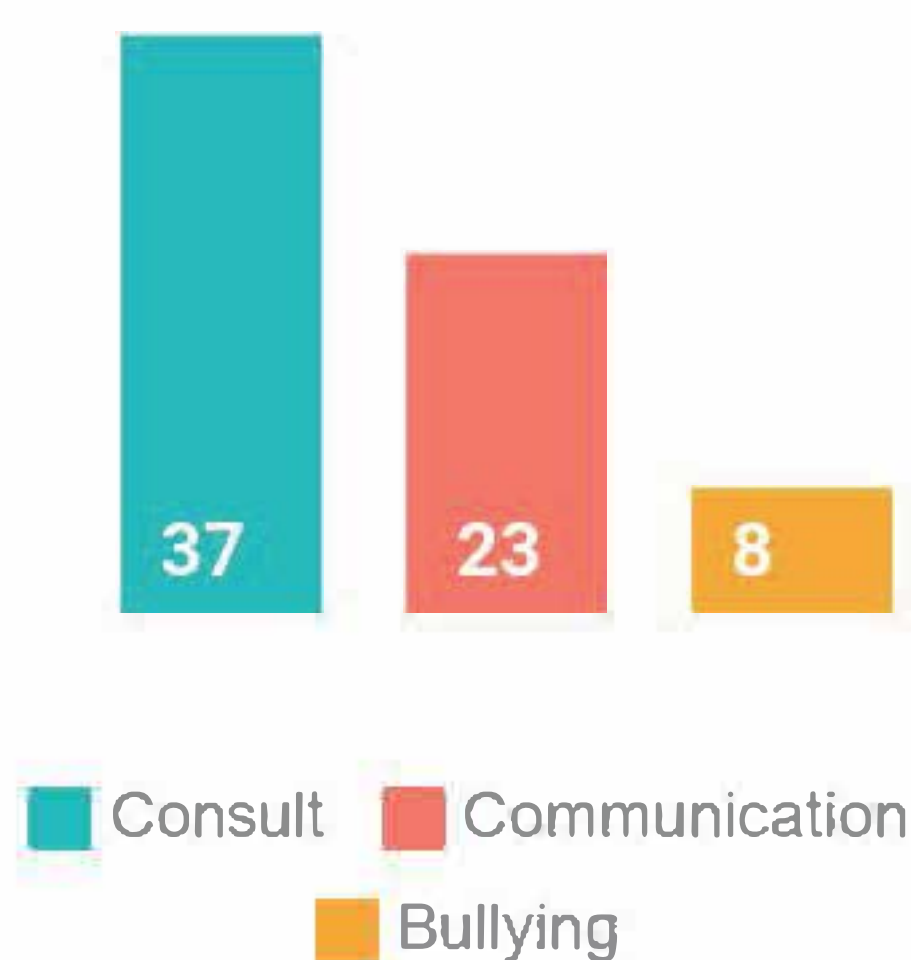
Reporting Methods



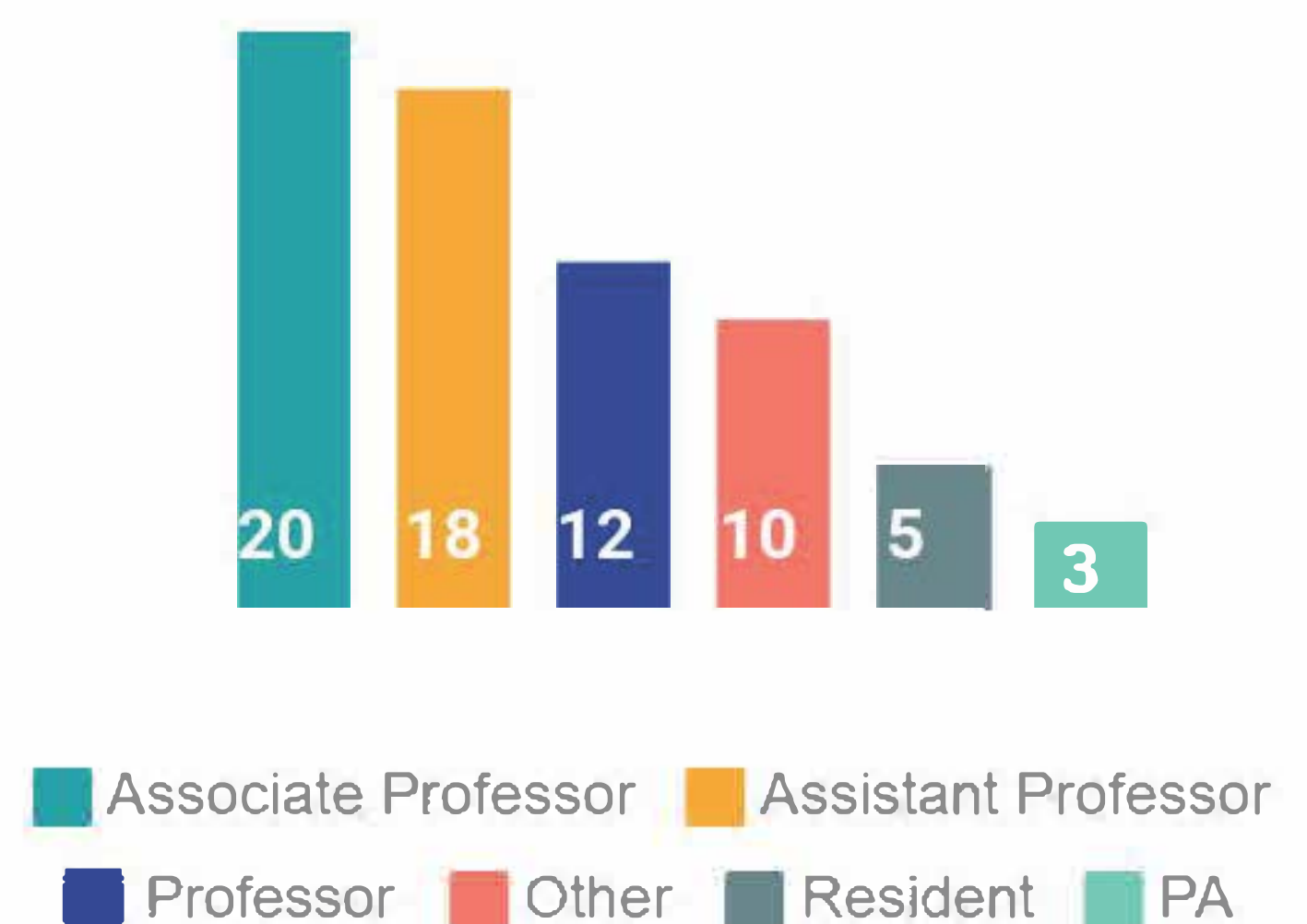
Hospital Distribution



Category of Concern



Level of Person Reported



INNOVATION



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"



<https://bit.ly/2VZ6fFB>

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



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

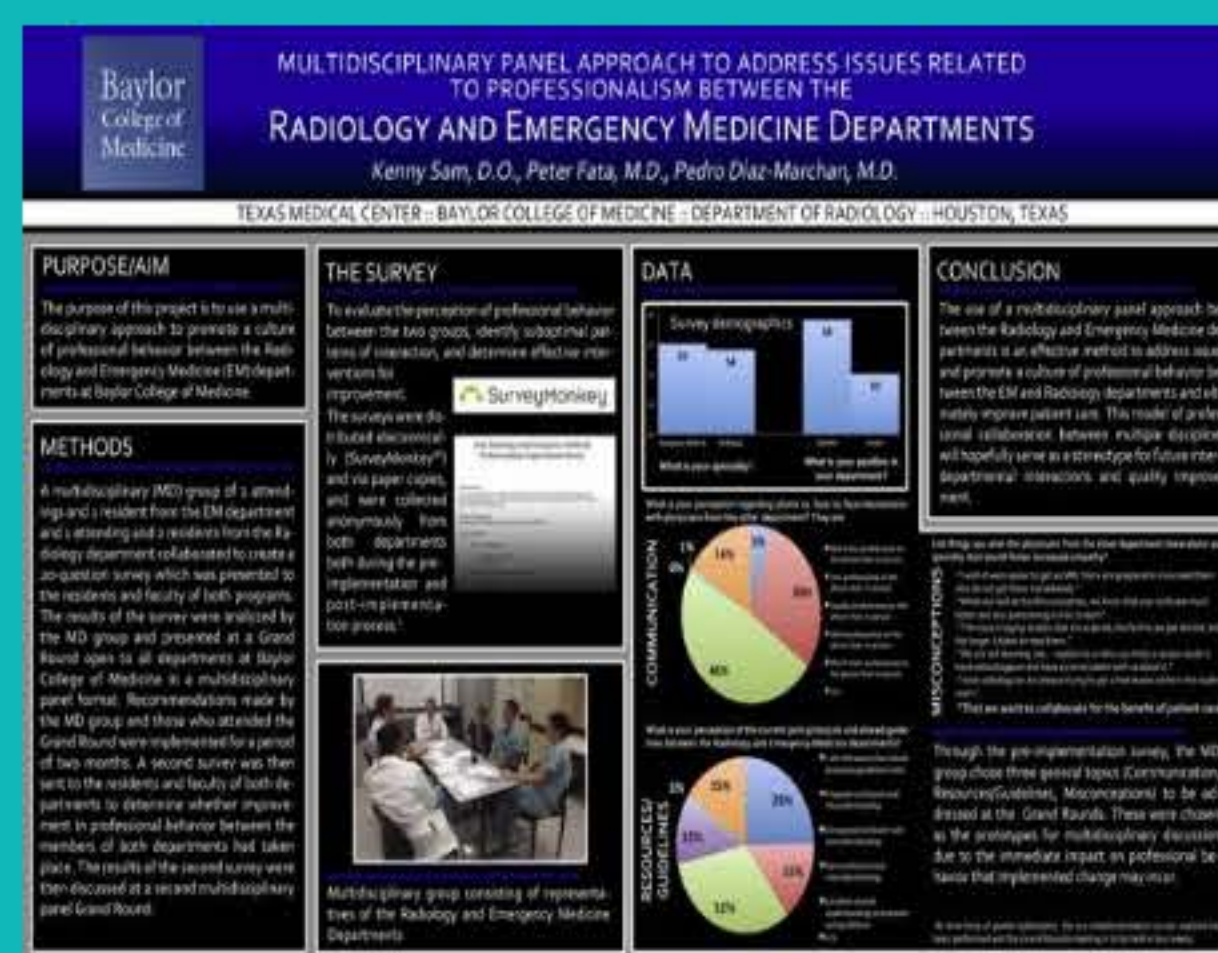
Excellence



Academic & Enduring Materials



3 Peer Reviewed Publications



3 Posters

Professionalism Presentations



18 Local



3 National



3 International

National Memberships

