



## COPIES ARE ONLY VALID ON THE DAY PRINTED

### Attachment B

#### Medical Staff Competency Expectations and Implementation Policy (Joint Commission Framework)

*Expectations of Attending Physicians Granted Privileges at HSHS St. Vincent Hospital, St. Mary's Hospital,  
St. Nicholas Hospital and St. Clare Hospital*

Outlined below are the expectations that physicians have of each other as members of our medical staff. These expectations reflect current medical staff bylaws, policies and procedures and organizational policies to bring together the most important issues found in those documents and key concepts reflecting our medical staff's culture and vision. While these expectations will provide a guide for the medical staff in selecting measures of physician competency, not every expectation will be directly measured.

**Patient Care:** Practitioners are expected to provide patient care that is compassionate, appropriate, and effective for the promotion of health, prevention of illness, treatment of disease and at the end of life as evidenced by the following:

1. Provide effective patient care that consistently meets or exceeds medical staff or appropriate external standards of care as defined by comparative outcome data, medical literature and results of peer review activities.
2. Plan and provide appropriate patient management based on accurate patient information, patient preferences, current indications and available scientific evidence using sound clinical judgment.
3. Assure that each patient is evaluated by a physician as defined in the bylaws, rules and regulations and document findings in the medical record at that time.
4. Demonstrate caring and respectful behaviors when interacting with patients and their families.
5. Provide for patient comfort by managing acute and chronic pain according to medically appropriate standards.
6. Counsel and educate patients and their families.
7. Cooperate with hospital efforts to implement methods to systematically enhance disease prevention.
8. If applicable, supervise residents, students and allied health professionals to assure patients receive high quality of care.

**Medical Knowledge:** Practitioners are expected to demonstrate knowledge of established and evolving biomedical, Clinical and social sciences, and the application of their knowledge to patient care and the education of others as evidenced by the following:

1. Use evidence-based guidelines when available, as recommended by the appropriate specialty, in selecting the most effective and appropriate approaches to diagnosis and treatment.
2. Maintain ongoing medical education and board certification as appropriate for each specialty.
3. Demonstrate appropriate technical skills and medical knowledge.

**Interpersonal and Communication Skills:** Practitioners are expected to demonstrate interpersonal and communication skills that enable them to establish and maintain professional relationships with patients, families, and other members of health care teams as evidenced by the following:

1. Communicate effectively with physicians, other caregivers, patients and families to ensure accurate transfer of information through appropriate oral and written methods according to hospital policies.

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2. Request inpatient consultations by providing adequate communication with the consultant including a clear reason for consultation and direct physician-to-physician contact for urgent or emergent requests.
3. Maintain medical records consistent with the medical staff bylaws, rules, regulations and policies.
4. Work effectively with others as a member the health care team.
5. Maintain patient satisfaction with physician care.

**Professionalism:** Practitioners are expected to demonstrate behaviors that reflect a commitment to continuous professional development, ethical practice, an understanding and sensitivity to diversity, and a responsible attitude toward their patients, their profession, and society as evidenced by the following:

1. Act in a professional, respectful manner at all times and adhere to the Medical Staff Bylaws, Rules and Regulations, and Hospital policies.
2. Respond promptly to requests for patient care needs.
3. Address disagreements in a constructive, respectful manner away from patients or non-involved caregivers.
4. Participate in emergency call as defined in the bylaws, rules and regulations.
5. Follow ethical principles pertaining to provision or withholding of clinical care, confidentiality of patient information, informed consent, and discussion of unanticipated adverse outcomes.
6. Utilize sensitivity and responsiveness to culture, age, gender, and disabilities for patients and staff.
7. Make positive contributions to the medical staff by participating actively in medical staff functions, serving when requested and by responding in a timely manner when input is requested.

**Systems Based Practice:** Practitioners are expected to demonstrate both an understanding of the contexts and systems in which health care is provided, and the ability to apply this knowledge to improve and optimize healthcare as evidenced by the following:

1. Comply with hospital efforts and policies to maintain a patient safety culture, reduce medical errors, and meet national patient safety goals.
2. Follow nationally recognized recommendations regarding infection control procedures and precautions when participating in patient care.
3. Ensure timely and continuous care of patients by clear identification of covering physicians and by availability through appropriate and timely electronic communication systems.
4. Provide quality patient care that is cost effective by cooperating with efforts to appropriately manage the use of valuable patient care resources.
5. Cooperate with guidelines for appropriate hospital admission, level of care transfer, and timely discharge to outpatient management when medically appropriate.

**Practice Based Learning and Improvement:** Practitioners are expected to be able to use scientific evidence and methods to investigate, evaluate, and improve patient care as evidenced by the following:

1. Regularly review your individual and specialty data for all general competencies and use the data for self-improvement of patient care.
2. Respond in a constructive manner when contacted regarding concerns about patient care.
3. Use hospital information technology to manage information and access on-line medical information.
4. Facilitate the learning of students, trainees and other health care professionals.

**Policy for Communication and Use of Physician  
Competency Expectations**

The medical staff competency expectations of physician performance provided in the above document have been approved by the MEC and the Medical Staff of St. Vincent Hospital, St. Mary's Hospital, St. Nicholas Hospital and St. Clare Hospital. The goal of communicating these expectations is to create a fair process for physicians on our medical staff to hold each other mutually accountable for physician performance. The communication of these expectations will occur through the following mechanisms:

**New Applicants/Appointees:**

- All providers requesting medical staff membership will be provided with a copy of the competency expectations with the application materials.
- All new appointees will sign a copy of the expectations to acknowledge receiving and reading it as part of their appointment documents. The appointment application will not be considered complete without the signed expectations document.

**Current Members**

- At the time of individual reappointment, medical staff members undergoing reappointment will receive a copy of the current version of the expectations with their reappointment documents.
- All members seeking reappointment will return a signed copy of the expectations to acknowledge receiving and reading it. The reappointment application will not be considered complete without the current signed expectations document.
- Members undergoing performance improvement or corrective action activities will receive a copy of the current expectations as part of the process.