

## LEE HEALTH POLICY & PROCEDURES

EXPECTATIONS OF PHYSICIANS GRANTED PRIVILEGES		LOCATOR NUMBER																					
<b>T Y P E</b>	<input type="checkbox"/> <b>System-wide</b> - A formal statement of values, intents (policy), and expectations (procedure) that applies to every employee throughout the System. <input checked="" type="checkbox"/> <b>Multidisciplinary/Interdisciplinary</b> - A formal statement of values, intents (policy), and expectations (procedure) that applies to more than one discipline and is usually of a clinical nature. <b>Check below all areas to which this applies.</b> <input type="checkbox"/> <b>Departmental</b> - A formal statement of values, intents (policy), and expectations (procedure) exclusive to a particular department or group of people within a department at one or multiple locations that does not impact any other area.	<b>CHAPTER: M14</b>  <b>TAB: 01</b>  <b>POLICY #: 092</b>																					
<b>Disciplines - locations to which this interdisciplinary policy applies:</b>																							
<table style="width: 100%; border: none;"> <tr> <td style="width: 33%;"><input type="checkbox"/> Health Information Management</td> <td style="width: 33%;"><input type="checkbox"/> Pharmacy</td> <td style="width: 33%;"><input type="checkbox"/> Acute Care Hospital Nursing</td> </tr> <tr> <td><input type="checkbox"/> Environmental Services</td> <td><input type="checkbox"/> Plant Operations</td> <td><input type="checkbox"/> Outpatient Services</td> </tr> <tr> <td><input type="checkbox"/> Information Systems</td> <td><input type="checkbox"/> Radiology</td> <td><input type="checkbox"/> Home Health</td> </tr> <tr> <td><input type="checkbox"/> Laboratory</td> <td><input type="checkbox"/> Rehabilitation Services</td> <td><input type="checkbox"/> Skilled Nursing Services</td> </tr> <tr> <td><input type="checkbox"/> Legal Services</td> <td><input type="checkbox"/> Respiratory</td> <td><input type="checkbox"/> Physician Offices</td> </tr> <tr> <td><input type="checkbox"/> Nutrition</td> <td><input type="checkbox"/> Security</td> <td><input type="checkbox"/> Rehab Hospital</td> </tr> <tr> <td><input checked="" type="checkbox"/> Medical Staff</td> <td></td> <td></td> </tr> </table>			<input type="checkbox"/> Health Information Management	<input type="checkbox"/> Pharmacy	<input type="checkbox"/> Acute Care Hospital Nursing	<input type="checkbox"/> Environmental Services	<input type="checkbox"/> Plant Operations	<input type="checkbox"/> Outpatient Services	<input type="checkbox"/> Information Systems	<input type="checkbox"/> Radiology	<input type="checkbox"/> Home Health	<input type="checkbox"/> Laboratory	<input type="checkbox"/> Rehabilitation Services	<input type="checkbox"/> Skilled Nursing Services	<input type="checkbox"/> Legal Services	<input type="checkbox"/> Respiratory	<input type="checkbox"/> Physician Offices	<input type="checkbox"/> Nutrition	<input type="checkbox"/> Security	<input type="checkbox"/> Rehab Hospital	<input checked="" type="checkbox"/> Medical Staff		
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Date Originated: 5/09	Reviewed/No Revision: 3/11, 3/13, 11/17, 4/19, 4/21	Dates Revised: 3/14, 1/16, 2/17	Next Review Date: 4/23																				
Author(s): Lee Health Quality and Peer Review Task Force																							
Reviewed by:																							
Clinical Practice Council:		Date:																					
Clinical Education Council		Education Completed:																					
Education Plan Required: <input type="checkbox"/> Yes <input type="checkbox"/> No		Date:																					
Approved by:																							
Policy Administrator:		Date:																					
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As Needed:																							
GCMC Executive Committee		Date: 4/12/21																					
HPMC Executive Committee		Date: 4/13/21																					
LMH Executive Committee		Date: 4/14/21																					
CCH Executive Committee		Date: 4/19/21																					
GCHSWF Executive Committee		Date: 4/20/21																					

## **PURPOSE:**

To describe the expectations that physicians have of one another as members of the medical staff. The expectations described below reflect current medical staff bylaws, policies and procedures, and organizational policies. This document is designed to bring together the most important issues found in those documents and key concepts reflecting the medical staff's culture and vision.

As a part of the Lee Health's Patient Safety Evaluation System (LPSES), Medical staff leaders will work to improve individual and aggregate medical staff performance through non-punitive, collegial approaches that provide appropriate positive and constructive feedback. This allows each physician the opportunity to grow and develop in his or her capabilities and to make valuable contributions to the hospital in providing outstanding patient care.

### **1. Technical Quality of Care**

Skill and judgment related to effectiveness, and appropriateness in performing the clinical privileges granted as evidenced by the following:

- a) Achieve patient outcomes that consistently meet or exceed generally accepted medical staff performance measures as defined by comparative data, medical literature, and results of peer review activities.
- b) Provide appropriate patient care that consistently meets or exceeds generally accepted medical staff performance measures as defined by comparative data, medical literature, and results of peer review activities.
- c) Use evidence-based guidelines as recommended by the appropriate specialty in selecting the most effective and appropriate approaches to diagnosis and treatment.
- d) Provide for patient comfort including prompt and effective management of acute and chronic pain according to medically appropriate standards.
- e) Cooperate with hospital efforts to implement methods to systematically enhance disease prevention.

### **2. Quality of Service**

Ability to meet the service needs of patients, and other caregivers as evidenced by the following:

- a) Ensure timely and continuous care of patients (24 hours per day, seven days per week) by clear identification of covering physicians and by appropriate and timely answering service and electronic communications.
- b) Assure that a physician evaluates each patient at least daily, and as often as necessary. Document findings in the medical record at the time of the visit.
- c) Request inpatient consultations by providing adequate communication with the consultant, including a clear reason for consultation. Urgent or emergent requests require making direct physician-to-physician contact.

- d) Respond promptly to nursing requests for patient care needs as well as physician consultation requests.
- e) Support the medical staffs' efforts to exceed patient satisfaction with physicians.

### 3. **Patient Safety / Patient Rights**

Cooperation with patient safety, and rights, rules, and procedures as evidenced by the following:

- a) Participate in the health system's efforts and policies to maintain a patient safety culture, and reduce medical errors.
- b) Follow nationally recognized recommendations such as the Center for Disease Control (CDC) regarding infection control procedures and precautions when participating in patient care.
- c) Maintain medical records consistent with the medical staff bylaws, rules and regulations, and policies including, but not limited to chart entry legibility (as applicable), and timely completion of history and physical examination reports, operative reports, procedure notes, appropriate abbreviations and discharge summaries.
- d) Maintain the privilege and confidentiality of the peer review process and all peer review information and documents as Patient Safety Work Product (PSWP) which is part of the Lee Health's Patient Safety Evaluation System (LPSES).
- e) Communicate clearly with other physicians, caregivers, patients, and families through appropriate oral and written methods to ensure accurate transfer of information.
- f) Respect patient rights by discussing unanticipated adverse outcomes with patients and/or appropriate family members, and by not discussing patient care information and issues in public settings. Wear appropriate identification when seeing or attending patients.
- g) Discuss end-of-life issues when appropriate to a patient's condition including advance directives, patient and family support, and honor patient desires.
- h) Follow ethical principles pertaining to provision or withholding of clinical care, confidentiality of patient information, informed consent, and business practices.
- i) Utilize sensitivity and responsiveness to patients' culture, age, gender, and disabilities.

### 4. **Resource Utilization**

Effective and efficient use of hospital clinical resources as evidenced by the following:

- a) Strive to provide quality patient care by cooperating with efforts to appropriately manage the use of valuable patient care resources according to comparative data and current professional performance measures.
- b) Cooperate with guidelines for appropriate hospital admission, level of care, transfer, and timely discharge to outpatient management when medically appropriate.

- c) Advocate for quality patient care and assist patients in dealing with system complexities.

## 5. **Peer and Co-Worker Relationships**

Effective interpersonal interactions with colleagues, hospital staff and patients promoting collegiality evidenced by the following:

- a) Act in a professional, respectful manner at all times to enhance a spirit of cooperation, mutual respect, and trust among members of the patient care team.
- b) Refrain from inappropriate behavior including disruptive, sexually harassing, or disrespectful behavior. This includes documentation in the medical record that does not directly relate to the patient clinical status or plan of care, is derogatory, or inflammatory.
- c) Address disagreements in a constructive, respectful manner away from patients or other non-involved caregivers.

## 6. **Citizenship**

Participation and cooperation with medical staff responsibilities as evidenced by the following:

- a) Review individual and specialty data for all dimensions of performance and utilize this data for self-improvement aimed at continuously improving patient care.
- b) Respond in the spirit of continuous improvement when contacted regarding concerns about patient care.
- c) Use information technology to manage information, access on-line medical information, and support individual education.
- d) Participate in emergency room call coverage as determined by the departments.
- e) 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 provided information on medical staff matters which request medical staff member input.
- f) Being proactive, and in the spirit of early assistance, strive to help identify issues affecting the physical and mental health of fellow medical staff members.

<b>TJC ACPE/ Greeley</b>	<b>Patient Care</b>	<b>Medical Knowledge</b>	<b>Practice Based Learning</b>	<b>Interpersonal/ Communication Skills</b>	<b>xSystems Based Practice</b>
<b>Technical Quality</b>	X	X			
<b>Service Quality</b>	X			X	X
<b>Patient Safety/ Rights</b>	X			X	X
<b>Resource Use</b>					X
<b>Relationships</b>				X	
<b>Citizenship</b>			X		