

## **MUSC Workforce Standards of Professional Behavior**

*At MUSC, we strive to create an academic healthcare community where every member is respected and valued. We believe in the strength of a diverse and inclusive workforce, where differences provide us the unique ability to change what's possible in patient care, research and education.*

### **Policy:**

The Standards of Professional Behavior are expectations to ensure that the workforce of the Medical University of South Carolina (MUSC) deliver quality service that is patient, student, colleague and community focused. Regardless of job description, each employee is a vital link in providing outstanding service and must, at all times maintain the values set forth by the MUSC enterprise.

MUSC's stated values are: compassion, collaboration, integrity, respect, innovation.

### **Definitions:**

**Professionalism** is behaving in an ethical manner while assuming and fulfilling your responsibilities in every situation every time.

**Workforce** is defined as employees of the MUSC to include: faculty, residents, interns and other paid trainees), MUSC Health, MUSC Physicians, MUSC Physicians Primary Care, MUSC Strategic Ventures, The MUSC Foundation for Research Development, third party consultants, contractors, vendors, volunteers and any individual or entity that is provided access to MUSC's information resources, with the exception of students.

**Student** is defined as an MUSC degree-seeking individual registered for MUSC courses; includes MUSC degree-seeking individual on an approved Leave of Absence.

**Interprofessional** work is communicating and working together as colleagues to contribute to a culture of collaboration, quality, respect and safety among/between disciplines and professions.

MUSC's Standards of Professional Behavior are defined as:

## **Compassion**

Workforce will:

- Be attentive, respectful, empathetic and responsive in caring for the needs of those we serve.
- Advocate for the wellbeing and concerns of those we serve.

## **Collaboration**

Workforce will:

- Engage colleagues in key decisions that affect our work.
- Promote inter-professional and interdisciplinary collaboration and understanding.
- Communicate in a direct and respectful manner.
- Hold each other accountable for appropriate behavior by speaking up.

## **Integrity**

Workforce will:

- Maintain an ongoing dedication to honesty and responsibility.
- Be trustworthy by acting in a reliable and dependable manner.
- Take personal accountability for my actions, behaviors and decisions at all times.
- Demonstrate stewardship by exercising custodial responsibility for MUSC resources.

## **Respect**

Workforce will:

- In all interactions respect the individuality, privacy, and dignity of each other and those we serve.
- In all interactions provide a welcoming environment for all.
- In all interactions show respect for all colleagues regardless of their positions or role in the organization.

- Support equality and inclusion for all by remaining nonbiased in interactions and not treating anyone differently on the basis of race, gender, religion, sexual orientation, sexual identity, age, national origin, disability, economic status or physical characteristics.
- Speak up or intervene when workforce bullying or discrimination is observed.

## **Innovation**

Workforce will:

- Support and create a culture of discovery and innovation by asking and accepting questions.
- Encourage ideas from others.
- Contribute new ideas and encourage discovery for the purpose of continuous improvement, problem solving, and learning.

## **Procedure:**

### **A. Workforce Member Responsibilities:**

1. Be aware and attuned to how behaviors impact patients, students, workforce members, and other individuals within the organization;
2. Demonstrate appropriate standards of professional behavior as defined within this policy;
3. Provide and receive feedback on performance of standards of professional behavior;
4. Recognize and acknowledge instances of excellence; and report instances of non-compliance to supervisor.

### **B. Leadership Responsibilities:**

1. Role model the standards of professional behavior;
2. Create an environment that holds their workforce accountable for standards of professional behavior;
3. Investigate reports and document instances of violation of standards and take appropriate corrective actions immediately (in accordance with the policy);
4. Observe and recognize instances of excellence in adherence to the standards of professional behavior

The Standards of Professional Behavior Policy for the MUSC Workforce replaces MUHA and University Policy #'s 12 and 3, respectively.

### **MUSC Health Addendum**

MUSC Health refers to its employees as Care Team Members.

MUSC Health expects its care team members to further espouse the value of Integrity through **Accountability**:

- Refrain from negatively commenting on MUSC's culture, services, patients, care team members or guests.
- Be on time and ready for work and meetings.
- Practice etiquette by allowing visitors to enter and exit doorways, hallways, and elevators first and offering to assist the if they are lost or need directions.
- Dress appropriately for my position or while on the premises of MUSC including wearing my badge at lapel level.
- Uphold patient, care team member, and institutional confidentiality.
- Take pride in the MUSC campus by maintain a safe and clean work environment.

MUSC Health further expounds upon the value of Respect through its core value of **Diversity** and as such:

- Will support an inclusive environment where care team members are not treated differently on the basis of pregnancy, childbirth, or related medical conditions; including but not limited to lactation.

MUSC Health further enhances the value of **Innovation** by an expectation that care team members will:

- Bring forward opportunities for improvement and not wait for an adverse event to occur.
- Accept responsibility for my own learning

#### **Procedure:**

##### **A. Workforce Member Responsibilities:**

MUSC Health adds to number 4 of this section by adding, **manager, director, compliance, human resources** as additional reporting options.

**B. Leadership Responsibilities:**

MUSC Health adds to #3 to include the following language: MUSC Health utilizes the Just Culture methodology to assess reports of violation of the standard of behavior and proceed with appropriate corrective action within a reasonable time of the reported incident.