

# Tools to Increase Professionalism

AREA	STRATEGY	OUTCOMES
Education/Training	<ul style="list-style-type: none"> <li>- Establish Charter for Physicians</li> <li>- Develop Mentoring Program</li> <li>- Align Performance Management System</li> <li>- Provide Coaches to Improve Behavior</li> <li>- Provide Targeted Education Programs</li> <li>- Focus on Professionalism in Orientation</li> </ul>	Clear Behavioral Expectations
Feedback	<ul style="list-style-type: none"> <li>- Utilize 360° Feedback to Measure Professionalism</li> <li>- Utilize Employee Survey Data</li> </ul>	Increasing Professionalism as Measured: <ol style="list-style-type: none"> <li>1. Individually via 360° Feedback</li> <li>2. Organizationally via Employee Satisfaction</li> </ol>
Measurement/Monitoring	<ul style="list-style-type: none"> <li>- Develop Action Plans to Emphasize Areas of Strength and Improve Areas of Weakness.               <ol style="list-style-type: none"> <li>1. Individually in Performance Management</li> <li>2. Organizationally in Employee Satisfaction</li> </ol> </li> <li>- Establish Group Incentives to Increase Patient and Employee Satisfaction</li> </ul>	Objective and quantifiable measurement systems at individual and organizational levels
Recognition/Rewards	<ul style="list-style-type: none"> <li>- Recognize Leaders who are the Epitome of Professionalism Annually</li> <li>- Provide First Year Residency Award</li> <li>- Recognize Employees Systematically</li> </ul>	High Professionalism Standards set by Leadership and Emphasized in all Recognition Activities