HENRY FORD HEALTH

Expectations of Physicians and Practitioners Granted Membership and Privileges
Henry Ford Macomb Hospital

This document describes the expectations that physicians and practitioners have of each other as members of the medical staff and advanced practice provider staff. These 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 along with some key concepts that reflect our medical staff's culture and vision, focusing on cooperation, communication, conscientiousness, and collegiality.

Medical staff leaders will work to improve individual and aggregate medical staff performance through a philosophy of non-punitive approaches by providing appropriate positive and constructive feedback that allows each physician the opportunity to grow and develop in his or her capabilities to provide outstanding patient care and valuable contributions to **Henry Ford Macomb Hospital**.

Technical Quality of Care:

1. Provide appropriate patient care and achieve patient outcomes that consistently meet or exceed generally accepted medical staff standards as defined by comparative data, medical literature and results of peer review activities.
2. Use evidence-based guidelines, when available, as recommended by the appropriate specialty, and adopted by the Medical Staff Quality Committee (MSQC) and Medical Executive Committee (MEC), in selecting the most effective and appropriate approaches to diagnosis and treatment.
3. Provide for patient comfort, including prompt and effective management of acute and chronic pain, according to accepted standards in the medical literature, as per policies adopted by the Medical Executive Committee.
4. Request, exercise and maintain clinical privileges consistent with his or her training and experience and which are supported by the physician's and practitioner's current skills and competency.

Quality of Service:

1. Ensure timely and continuous care of patients 24 hours per day, seven days a week, by clear identification of covering physicians with appropriate and timely communication. Consultations need to be completed in accordance with policy.
2. Evaluate each patient daily, or more often as necessary, by attending physician or designee with appropriate and legible documentation in the medical record. Timely evaluation of patients when admitted in accordance with policy.
3. Participate in emergency room call coverage as determined by the Service Lines and Medical Executive Committee. This may be mandatory, depending on the Service or specialty.
4. Request inpatient consultations by providing adequate communication with the consultant including a clear reason for consultation and for emergent requests, make direct physician-to-physician contact.
5. Respond to requests for routine consultations within 24 hours by performing the consult or otherwise notifying the referring physician in accordance with policy.
6. Respond in a timely manner to nursing requests for patient care needs relating to a patient's clinical condition and comfort in accordance with policy.
7. Support the medical staff's efforts to promote patient satisfaction.
8. Communicate appropriately with other physicians and practitioners, patients and their families.
9. Collaborative multidisciplinary care of patients with communication to nursing staff, case managers and/or nurse managers as well as consultants.
10. Discharge patients timely and provide accurate, appropriate discharge orders including clear, understandable instructions, reconciliation of medications and follow up instructions, in collaboration with other caregivers.
11. Discharge of patients in a manner which promotes a culture of timely rounding and discharge. Discharge orders preferably written by 10:00am.
12. Active participation in the organizations secure, HIPAA compliant messaging platform for clinical communications and patient care.

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Patient Safety/Patient Rights:

1. Participate in the hospital's efforts and policies to respect patient rights and to maintain a patient safety culture and to reduce medical errors.
2. Follow nationally recognized recommendations regarding infection control procedures and precautions when participating in patient care. This includes, but not limited to, handwashing.
3. Maintain medical records consistent with the HFMH medical staff bylaws, policies and HFH Medical Records Completion policy.
4. Use the electronic medical record as determined by the Medical Executive Committee. All Protected Health Information (PHI) is monitored. Viewing records outside your assigned care duties breaches patient privacy and triggers internal mandatory reporting to HFH corporate compliance program. This may lead to additional investigations and disciplinary actions in accordance with HFMH Medical Staff Bylaws and state licensing boards, potentially involving criminal and monetary penalties with the Office for Civil Rights and Department of Justice. Refrain from accessing medical records in a manner which will lead to HIPAA violations.
5. Wear appropriate identification.
6. Discuss end-of-life issues when appropriate to a patient's condition.
7. Discuss unanticipated adverse occurrences with patients and/or appropriate family members.
8. Respect patient privacy by not discussing patient care information and issues in public settings. Patient consent is required to be obtained if there is a need to discuss patient information in a public setting.

Resource Utilization:

1. Strive to provide quality patient care that is cost effective by cooperating with efforts to appropriately manage the use of valuable patient care resources according to comparative data and current professional standards.
2. Cooperate with guidelines for appropriate hospital admission, level of care transfer and timely discharge when medically appropriate.

Peer and Co-Worker Relationships: *(Refer to Medical Staff Policy on Disruptive and Unprofessional Conduct)*

Citizenship:

1. Review your individual and specialty data to keep current with medical literature and therapies and utilize this data to continuously improve care.
2. Respond in the spirit of continuous improvement when contacted regarding concerns about patient care.
3. Respond in a timely manner when medical staff member input is requested by medical staff leaders and accept decisions made by leadership.
4. Make positive contributions to the medical staff by actively participating in medical staff functions and serving when requested, consistent with assigned membership category.
5. Assist the medical staff by identifying issues affecting the physical and mental health of fellow medical staff members and cooperate with programs designed to provide assistance.
6. Do not use information provided to medical staff members for purposes other than those that are beneficial to Henry Ford Macomb Hospital or Henry Ford Health.
7. Promote respect and courtesy toward fellow workers.
8. Promote compassion and embracing care toward patients.

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