

UT Southwestern Patient Care Principles and Professional Standards

April 10, 2012

PRINCIPLES

- ❖ The patient's best interests always come first.
- ❖ A patient of a colleague in the UT Southwestern Health System is my patient.
- ❖ We will work as a team to optimize and coordinate care of patients, recognizing that this requires clear communication and respect for each other's roles.
- ❖ All members of the UT Southwestern Faculty Practice are committed to self-improvement and will be examples and leaders for all other members of the health care team.

PROFESSIONAL STANDARDS

- ❖ Every physician will take responsibility for all patient care requests directed to them, and if unable to help directly, will confirm that someone else has taken responsibility.
- ❖ Inpatient consults will be seen in a timely fashion, and timely is in the eye of the clinician requesting the consult.
- ❖ Attending physicians will see the patients daily. Service notes will have the faculty member's name and contact number.
- ❖ After a patient encounter, communication with external and internal referring physicians will occur the same day for an urgent consult and within four days for a routine outpatient consult.
- ❖ Patients and families will be contacted by a physician immediately following procedures.
- ❖ Every physician will conform with all established patient care pathways, to eliminate variation and to provide high quality, cost effective care.
- ❖ When a patient is admitted to the hospital, a single physician will assume primary responsibility for the patient's total care and will be available to the patient, family, and referring physician in fulfilling that role.
- ❖ The responsible inpatient physician will see the patient each day until the end of the hospitalization or transfer of care, and will inform the patient when care is transferred and identify the new attending physician.
- ❖ The responsible inpatient physician will assure proper oversight or transfer of responsibility post-discharge, and will inform the patient and family of the plan of care.

ACCOUNTABILITY

- ❖ A Professional Standards and Performance Committee will be established as a joint committee of the Faculty Practice Plan and University Hospital Boards.
- ❖ The Committee will be charged with setting standards, evaluating compliance, and carrying out periodic surveys to assess clinical practice patterns by UT Southwestern physicians.
- ❖ Accountability will be monitored through dashboard results, feedback on consults, and Press Ganey scores. (Infrastructure will be created to support the dashboard mechanism and feedback on consults.)
- ❖ Data and recommendations made by the Committee for each physician being assessed will be communicated to the relevant Department Chair/Division Chief, the Faculty Practice Board, and to the individual physician.

PROFESSIONAL STANDARDS AND PERFORMANCE COMMITTEE

- ❖ The Committee will be comprised of the University Hospital CMO, the Ambulatory CMO, six members elected by the MSRDP Board, and up to two members appointed by the President, from among the clinically active members of the faculty.
- ❖ Members need to include representatives of Surgery, Medicine, Obstetrics/Gynecology, and Pediatrics.
- ❖ Department Chairs cannot serve as members.
- ❖ The Committee Chair must be a Board member, but the other committee members need not be.