Workshop 5: Professionalism in the real-world of training and practice

Description:
This interactive session will start with a group discussion about behavioral signs of professionalism in medicine (how we know when we see it…or don’t see it), and an exploration of the manner in which professionalism is measured at Yale School of Medicine. We will then review a study that defined professionalism from the perspective of patients, physicians, and nurses as well as the instrument derived from that study and results of using it for systematic measurement. Finally, we will talk about an online forum that was used at Northwestern to generate discussion of professionalism amongst medical students, residents, and faculty. We will view a video that depicts a real situation highlighted by the online forum, and discuss how this type of example can focus attention on professionalism throughout the medical education and clinical enterprise.

Learning Objectives:
1. Articulate behavioral signs of professionalism in everyday training and practice.
2. Consider strategies for measuring behavioral signs of professionalism.
3. Explore innovative ways to focus attention on professionalism across the enterprise.

Facilitator:
Dr. Gregory Makoul is internationally recognized for expertise in physician-patient communication and shared decision making as well as a radical common sense, person-centered approach to health care innovation. He is Founder and CEO of PatientWisdom, Executive-in-Residence at AVIA, and Founding Director of the Connecticut Institute for Primary Care Innovation. He is also on Faculty at the Yale School of Medicine and Professor of Medicine at the University of Connecticut School of Medicine, following 15 years on the faculty at Northwestern University Feinberg School of Medicine. Dr. Makoul devoted six years to care transformation as Senior Vice President and Chief Innovation Officer / Chief Academic Officer at Saint Francis Care, an integrated delivery system based in Hartford, gaining real-world experience to complement his work in academic medicine. In 2018, he received the George Engel Award from the Academy on Communication in Healthcare (ACH) for outstanding research contributing to the theory, practice, and teaching of effective health care communication and related skills; he also received the Lynn Payer Award from ACH in 2003 for outstanding contributions to the literature, and was named a Learning Health System Research Pioneer by the Association of American Medical Colleges. The tools he developed for teaching and assessing communication skills – as well as his award-winning series of videos for bringing patient perspectives into health care – are used worldwide. Dr. Makoul earned a BA from Wesleyan, PhD in Communication Studies from Northwestern, and MS in Health Care Delivery Science from Dartmouth.

Pre-Read