



Expectations of Practitioners Granted Privileges

Medical staff leaders will work to improve individual and aggregate medical staff performance through non-punitive approaches and providing appropriate positive and constructive feedback that allows each provider the opportunity to grow and develop in his or her capabilities to provide outstanding patient care and valuable contributions to Anderson Healthcare.

Technical Quality of Care:

1. 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. Provide appropriate patient care, including the use of evidence-based guidelines when available as recommended by the appropriate specialty, 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.
4. Request, exercise and maintain clinical privileges consistent with his or her training and experience and which are supported by the practitioner's current skills and competency.

Quality of Service:

1. Evaluate each patient as often as clinically necessary or as required by the medical staff bylaws and rules and regulations, and document findings in the medical record at that time.
2. Request inpatient consultations by providing adequate communication with the consultant including a clear reason for consultation and, for urgent or emergent requests, make direct physician-to-physician contact.
3. Respond to requests for inpatient consultations in a timely manner by performing the consult or otherwise notifying the referring physician.
4. Respond promptly to nursing requests for patient care needs.
5. Support the medical staff's efforts to maintain and improve patient satisfaction rates for practitioners.
6. Communicate effectively with other practitioner's, Anderson Healthcare staff, patients and their families.

Patient Safety/Patient Rights:

1. Participate in the Anderson Healthcare's efforts and policies to maintain a culture of patient safety and to reduce medical errors.
2. Follow nationally recognized recommendations (CDC) regarding infection control procedures and precautions when participating in patient care.
3. Maintain medical records consistent with the medical staff bylaws and rules and regulations, including but not limited to, chart entry legibility and timely completion of History and Physical examination reports, procedure notes, appropriate abbreviations and discharge summaries.
4. Respect patient rights including discussion of unanticipated adverse outcomes with patients and/or appropriate family members and respect for patient privacy by not discussing patient care information and issues in public settings.
5. When seeing or attending patients, wear appropriate identification.
6. Discuss end-of-life issues when appropriate to a patient's condition, including advance directives and patient and family support, and honor patient desires.
7. Provide sufficient information to the patient or their surrogate to make informed decisions about their care.

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. Follow guidelines for appropriate for admission, level of care transfer, and timely discharge to outpatient management when medically appropriate.
3. Provide accurate and timely discharge orders and instructions in collaboration with other caregivers.

Peer and Co-Worker Relationships:

1. Act in a professional, respectful manner at all times. Promote cooperation and strive to maintain a culture of mutual respect and trust among members of the patient care team.
2. Refrain from inappropriate behavior including but not limited to impulsive, disruptive, sexually harassing or disrespectful behavior or documentation in the medical record that does not directly relate to the patient clinical status or plan of care and is derogatory or inflammatory.
3. Address disagreements in a constructive, respectful manner away from patients or other non-involved caregivers.

Citizenship:

1. Review your individual and specialty data for all dimensions of performance and utilize this data to for self improvement to continuously improve patient care.
2. Respond in the spirit of continuous improvement when contacted regarding concerns about patient care.
3. Respond in a timely manner when provided information on medical staff matters requesting medical staff member input or if input is not given accept decisions made by medical staff leadership.
4. Make positive contributions to the medical staff by participating actively in medical staff functions and serving when requested.
5. In the spirit of early assistance, help to identify issues affecting the physical and mental health of fellow medical staff members and cooperate with programs designed to provide assistance.
6. Do not use peer review information, or other information provided to medical staff members, for purposes other than those that are beneficial to Anderson Healthcare.

Practitioner's Signature (Signature stamp not accepted)

Date

Printed Name