

PLEDGE OF PROFESSIONALISM

The Phoebe Culture creates the environment for providing safe, high quality, cost-conscious healthcare to all patients.

The Phoebe Culture offers a working environment that allows everyone to find satisfaction and fulfillment in their work and empowers people to perform at their highest capacity without the threat of intimidation or abuse.

The Phoebe Culture evokes:

- Respect
- Professionalism and Patient-Centered Care
- Teamwork and Collaboration
- Support, Encouragement and Accountability

We believe that everyone (patients, families, colleagues and staff) deserves to be treated with courtesy, honesty, respect and dignity, regardless of their rank, position, age, seniority, gender or ethnicity, and will strive at all times to extend this right to everyone with whom we interact. We will refrain from making comments which are belittling, demeaning, threatening, offensive or abusive to any member of the healthcare team, patient or family members. We will not make any comments that may be construed as being sexually, racially or culturally derogatory.

We will, at all times, uphold the principles of medical professionalism, dedicating our efforts, knowledge and clinical skills towards serving the best interest of our patients and medical community. We will exercise good stewardship in the utilization of healthcare resources. We will respect patient autonomy, strive to empower all patients to make well-educated decisions regarding their healthcare, and be honest and transparent in discussing all aspects of their medical care.

We will promote a spirit of teamwork and collaboration, recognizing that all members make important contributions to the team and that patient safety and quality of care are enhanced by a collaborative approach to patient care. We will encourage input from all team members and never assume that expertise is overruled by age, profession or rank.

We will promote a learning environment that values inquiry and encourages everyone to express questions or concerns, particularly regarding safety. We will be receptive to the inquiry of others and honor their request for a pause or “timeout” if anyone believes a medical error is about to occur. We will refrain from rude, sarcastic, belittling or condescending remarks when someone asks a question or expresses a concern over patient safety.

We will commit to these behaviors in support of creating a culture of respect, safety and patient-centered care. We will encourage and support each other. We will hold each other accountable for the behaviors outlined in this pledge/code of conduct. These expectations will apply to everyone who works or practices in Phoebe Putney Health System.