

## **Value: Professionalism**

Definition: How you behave while you are at work. Professionalism includes the following:

- Demonstrating competence in your profession
- Striving to improve a situation
- Treating patients, family members, colleagues and others with respect, dignity, kindness and equality
- Providing high-quality care and exceptional service
- Ensuring confidentiality
- Admitting your mistakes and taking responsibility
- Not letting the challenges we face change the way we treat others

The following stories show how staff demonstrate professionalism.

### [Lessons Learned from Adverse Events](#)

BWH leaders and clinicians speak openly about mistakes that had been made in their areas, helping to educate others.

### [Improving Care for Transgender Patients](#)

A panel of employees and a patient discuss disparities in health care for transgender patients and the importance of treating patients with respect and dignity.

### [Reflections on Diversity and Inclusiveness During Challenging Times](#)

The departments of Nursing and Patient Care Services embraced a major goal to co-create an environment at BWH that ensures all employees, patients and families feel welcomed and cared for.

### [We Will Never Waver: Community Gathering Brings BWHers Together](#)

The BWH community comes together to support each other and reaffirm what we stand for, after the executive order on immigration, which deeply impacted many members of our community.

### [Nabel Reaffirms BWH's Commitment to Inclusivity](#)

During a Town Meeting, Brigham Health President Betsy Nabel, MD, reaffirms the institution's values and commitment to diversity and inclusivity.

### [Schwartz Rounds: Recognizing BWH's Unsung Heroes](#)

At Schwartz Rounds, a panel of BWHers described by their colleagues as "unsung heroes" shared how they approach their roles and contribute to patient care.

### [Transforming Care: Helping Transgender Patients Feel at Home at BWH](#)

Members of the BWH/BWFH LGBT & Allies Employee Resource Group and BWHC's LGBTQ Patient and Family Advisory Council came together to provide a nonjudgmental venue for education and awareness of transgender equality.

### [BWH Chief PA Leads on Statewide Opioid Epidemic Task Force](#)

Sheri Talbott, MS, PA-C, chief physician assistant for Renal and Pulmonary Transplant Medicine, was asked to join Massachusetts Gov. Charlie Baker's task force on the opioid epidemic. She was charged with bringing together all PA program directors in the state to establish a set of core competencies for educating future PAs about recognizing, treating and preventing opioid addiction.

### [Knowing When to Ask for Help: Thoughts From a New Intern](#)

As a surgical intern, Joshua Jolissaint, MD, takes pride in continuing the history of graduated responsibility in surgical training. Yet, as a new physician, he also experiences occasional discomfort or uncertainty. He appreciates that BWH embraces a culture in which senior residents make themselves perpetually available, attending surgeons are easily approachable and interns know they can always ask for help, no matter how trivial the question may seem.

### [Why One Top Hospital Is Going Public with its Mistakes](#)

In a STAT news editorial, [Karen Fiumara, PharmD, BCPS](#), writes about BWH's *Safety Matters* blog, which discusses mistakes made at the BWH as well as steps the hospital is taking to prevent them in the future.

### [Medical Interpreting is More Than Meets the Eye—and Ear](#)

An interpreter's first step in bridging a language gap involves understanding medical information in the proper context. The interpreter must turn complete and often complex phrases into a totally different syntax, grammar, vocabulary and idiom, without compromising on pronunciation and vocal register—quickly and accurately. Equally challenging and significant are the split-second judgment calls that interpreters must make daily involving ethics, culture, body language and behavior.

### [Safety Matters: Our Patients Are Counting on You](#)

Confidential responses shared in the 2016 Patient Safety Culture Survey tell us whether our organizational culture, and the culture in a given work area, help us provide safe care. From the survey responses, we are able to gauge what we do well and determine where we need to make improvements to strengthen patient safety – the foundation of our commitment to high-quality care.

### [Reflections on Diversity and Inclusiveness During Challenging Times](#)

Nursing and Patient Care Services embraced a major goal to co-create an environment at BWH that ensures all employees, patients and families feel welcomed and cared for. Our Diversity and Inclusiveness Committee was formed to identify interpersonal and system-wide opportunities for promoting a culture of inclusion and recognizing diversity among staff, patients and families.

### [First Wave of Online Physician Ratings Roll Out](#)

By sharing patient feedback and physician performance data—positive and negative—BWH is able to continue building trust with patients through transparency.