

LEARNING MODULE:

PROFESSIONAL EXPECTATIONS IN THE WORKPLACE

For Residents & Instructors

ggbha.org

Updated 6/18/2018

This learning module must be reviewed by residents and faculty annually.

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IMPORTANT REMINDER!

When reading the modules, please know you are accountable for understanding the information presented. If you have any questions, you will need to talk to your instructor/residency program/facility representative(s) to find out the answer(s) before going any further.

Welcome & Introduction

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Welcome & Introduction [Video](#)

Gwen Baumel
Aurora Health Care

You are in the spotlight at your rotation.

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Remember that when you are at your rotation site you are always on stage and being evaluated. This is your chance to shine and be noticed by your potential future employer. Be sure to make the most of your time in the spotlight.

Professional Appearance

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Professional Appearance [Video](#)

Elaine Mannion
Rennes Group

Identify 10 areas that are not appropriate, BEFORE advancing to the next slide.

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ANSWERS to the Previous Slide

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Ten Inappropriate Behaviors or Dress

- A. Hair unkempt
- B. Unnatural colored hair
- C. Heavy makeup
- D. Chewing gum
- E. Multiple piercings & dangling earrings
- F. Wrinkled scrubs
- G. Cell phone on floor
- H. Colored nail polish
- I. Tattoos visible
- J. Pants length too short

Appropriate Professional Appearance

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Communication Skills

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Communication Skills [Video](#)

Heather Schroeder
Aurora Health Care

Ineffective Interactions with Patients

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Ineffective Interactions [Video](#)

BEFORE advancing to the next slide, determine what mistakes are made by the healthcare workers in the video.

Key Mistakes made in Role Play

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- A. Did not introduce themselves to patient.
- B. Did not ask the patient for their name and what name she wants to be called.
- C. Did not have good eye contact with the patient.
- D. Had a cell phone with them in the room.
- E. Discussed another patient in front of the patient.
- F. Did not ask clarifying questions.
- G. Had gum in their mouth.

Effective Interactions with Patients

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Effective Interactions [Video](#)

Working Effectively on a High Performing Team

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Working Effectively on a High Performing Team [Video](#)

Paula Hafeman

Hospital Sisters Health System (HSHS)

Working Effectively on a High Performing Team: Key Points

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- A. Follow the National Academy of Medicine's standards: Honesty, Discipline, Creativity, Humility and Curiosity.
- B. Be prepared, competent, dependable and on-time.
- C. Enthusiastically, take advantage of all learning opportunities.
- D. Always do more than is expected of you, while working within your scope of practice.
- E. Be open to feedback and take ownership.
- F. Be willing to assist staff.

Professional Healthcare Worker

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Professionalism [Video](#)

Laura Hieb

Bellin Health Systems