



# TAKE 5

## PROFESSIONALISM PIVOT

A practical strategy for promoting professionalism in the learning environment

### 1 RESPOND IN THE MOMENT

- Communicate your expectations to the lapses and those involved
- Set the tone for the learning environment
- Avoid being silent, this can send a message of tacit endorsement

### 2 RECOGNIZE UNDERLYING EMOTIONS

- Recognizing stressful, or competing demands can help you respond in the moment
- Stressful situations trigger strong emotions, which are important to recognize quickly
- Use phrases like “I can see you’re frustrated”

### 3 RELATE TO THE LAPSER

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### 4 REESTABLISH PROFESSIONAL NORM

- Use “we” or “us” statements
- Use phrases like: “Keep in mind that the nurses also have a lot on their plate”
- Emphasize how learner’s actions can impact others

### 5 REDIRECT THE CONVERSATION

- Reorient the team to needs of the patient or the task at hand
- Consider an offer of support or help
- Use phrases like: “How can we help you take care of this patient?”

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Adapted from the book “Understanding Medical Professionalism” by Wendy Levinson, MD, Shiphra Ginsburg, MD, Med, Frederic W. Hafferty, PhD, Catherine R. Lucey, MD