

- ★ Primacy of human welfare ★ Autonomy ★ Social justice ★ Commitment to professional competence ★ Commitment to honesty ★
- ★ Commitment to confidentiality ★ Commitment to maintaining appropriate relations ★ Commitment to improving quality ★
- ★ Commitment to improving access ★ Commitment to a just distribution of finite resources ★ Commitment to scientific knowledge ★
- ★ Commitment to maintaining trust by managing conflicts of interest ★ Commitment to professional responsibilities ★

CELEBRATING PROFESSIONALISM AT UTMB

Dear UTMB Students, Staff and Faculty,

We promote professionalism at UTMB in many ways—from this annual brochure to the activities of the UTMB Professionalism Board, our related web site, the student honor pledge and most recently the UTMB Professionalism Charter.

This year's UTMB Professionalism Brochure provides new opportunities to recognize some of our colleagues who not only exemplify a strong commitment to the missions of UTMB, but do so through exemplary attitude and action. We have framed their contributions to the professional environment at UTMB using the 10 responsibilities found in the UTMB Professionalism Charter.

We hope that by providing tangible examples of the principles and responsibilities contained in the charter we can all understand how they can be applied to our daily activities in ways large and small.

Respectfully,



John D. Stobo, M.D.
President



2004 GEM (*Going the Extra Mile*) recipients clockwise from above: Therrell Burns (*Logistics*), Dr. Vimlarani Chopra (*Obstetrics and Gynecology Research*) and Roger Asocar (*FOAM/Utilities*)



On my honor, as a member of the UTMB community, I pledge to act with integrity, compassion and respect in all my academic and professional endeavors.

PHYLLIS JENDRUSCH



Commitment to appropriate relations

Phyllis Jendrusch, associate director of student services for the School of Allied Health Sciences, has earned a great reputation for working fairly with students, staff and faculty in her 20 years with UTMB. Whether she is helping oversee academic and personal support programs for UTMB's allied health sciences students, or conducting training in professionalism, leadership and diversity, Phyllis is able to generate a high level of trust by managing and balancing relationships with care. As a result, she has been consistently successful in ensuring that student work groups are at their most productive. Phyllis' supervisor, Associate Dean Raymond Lewis, says, "Phyllis takes each task on as if it were the most important thing she is doing—even when multiple tasks are being undertaken, as is often the case. My sense has always been that the needs of those she serves consistently come before her own."

DR. LOREE PRIMEAU



Commitment to professional competence

Dr. Loree Primeau, associate professor and recent past chair of occupational therapy for the School of Allied Health Sciences, is deeply committed to lifelong learning and high-quality performance. The administrative demands of leading a department result in little extra time for professional development. Dr. Primeau, however, makes the time to take on practice obligations to maintain her clinical expertise, to hone her skills as a faculty member and administrator, and to get involved in research collaborations with others on campus. One great example of her collaborations is the grant support that she and Dr. Elicia Dunn Cruz have received to establish service-learning opportunities for occupational therapy students in various community agencies. The program benefits students and community alike, and serves as an innovative way to develop professional skills in others. Just a few of the many organizations that have benefited from her tireless work include the Alcohol & Drug Abuse (ADA) House, 4Cs Clinic, Our Daily Bread and the Sunshine Center.



LORI KUSNERIK



Commitment to a just distribution of finite resources

Lori Kusnerik is a programmer analyst for UTMB's Office of Educational Development, where she is responsible for maintaining several web sites and databases. Her professionalism shines through in her ability to work with and mentor others, her willingness to take on new tasks, and her careful attention to doing things the right way. Lori also shines in another important role: volunteer treasurer of UTMB's Support Staff Professionals (SSP) organization. In that role, Lori oversees the group's budget, including two bank accounts. SSP colleague LaDonna Landry adds, "It was a nightmare for her to get the SSP budget reports at first, but Lori has done a phenomenal job. She has taken our bookkeeping to a whole new level." Going one step further to the benefit of her colleagues, Lori recently created a web application that enables members to query the SSP databases and calendar for the organization to operate even more smoothly.



DR. ALAN BARRETT



Commitment to scientific knowledge

Dr. Alan Barrett, professor in the Department of Pathology, is another shining example of professionalism, though much of his exemplary work takes place behind the scenes. In his role as vice chair for research, he analyzes department resources carefully in order to make recommendations that provide research opportunities for other members of the department. He is remarkably fair, always recognizing productivity and merit, and never favoring himself or his interests. He also serves as a strong advocate for young faculty and staff in recognizing their achievements, contributions, strengths and needs, and he is an excellent teacher who consistently receives outstanding reviews from students. Says one colleague, "If I could build the 'perfect' faculty member, that person would have Alan's qualities: dedication to science and research, excellent teaching and mentoring skills, administrative skills, common sense, compassion, fairness, and a sense of humor." Alan truly is a model investigator and administrator, and UTMB is lucky to have his time and talents.



ST. VINCENT'S HOUSE CLINIC



Commitment to improving access

St. Vincent's House Clinic has been working since 1969 to improve access to health care for Galveston's most vulnerable population—those living in poverty who cannot afford health care coverage. Run by three senior medical students and one senior physician assistant student (with supervision from UTMB faculty), this dedicated group volunteers time outside of class to operate the clinic and improve their clinical skills in the process. Duties include providing care to chronically ill patients, attending to minor acute illnesses and injuries, and, when possible, even offering patients strategies to help them overcome the social and financial obstacles they face. Says fourth-year medical student and clinic co-director Stephanie Lahr, "Every individual we see has a different story. Many work, some are homeless and some are disabled. But in all instances something has happened that is keeping them from getting the care they need or forcing them to access primary care through the emergency room. For every individual we provide with a real medical 'home' through St. Vincent's, a positive difference is made."

ANGELICA RENDON



Commitment to honesty

Angelica Rendon, an outpatient services associate in UTMB's Pediatric Clinic, has varied job responsibilities, including scheduling appointments, verifying insurance, collecting co-payments and processing referrals. Although she's been with UTMB less than a year, Angelica has been recognized numerous times on the university's patient satisfaction surveys for her outstanding customer service skills. Angelica says she is still learning something new every day and notes that there have been instances where she has made mistakes. Rather than hide her mistakes or dwell on them, however, she openly accepts correction with a positive attitude and, she says, "takes it as a learning experience." Angelica's commitment to honesty is just one of many qualities that make her a great asset to our health care team.



ANGELA WISHON



Commitment to maintaining trust by managing conflicts of interest

As a research compliance officer with UTMB Research Services, Angela Wishon deals daily with sensitive, often confidential information as she advises the UTMB research community and departmental and institutional administrators on regulatory and legal issues related to research. Whether addressing an allegation of non-compliance, a security issue related to an area of UTMB research, or an intellectual property issue, Angela says that she needs to be viewed as a trustworthy person who handles confidential information with the utmost professionalism. A colleague of Angela's notes that the nature of her job requires excellent communication skills and an appreciation of faculty members' concerns—qualities Angela has in abundance. Angela is quick to point out that her role is part of a larger, professional culture at UTMB. She also notes that there are many colleagues and peers behind the work she does, and she tries to give them the respect they deserve in her interactions with them.



LARRY MYLES AND K.C. JONES



Commitment to professional responsibilities

As senior guards with the UTMB Police Department, Larry Myles and K.C. Jones are responsible for patrolling the university grounds, being on the lookout for suspicious activity, controlling traffic and helping visitors find their way around campus. They do their job really well says graduate student Stacy Agar. “I see them at Keiller and at the Medical Research Building entrances frequently, and they are always professional, helpful and pleasant.” In addition, both officers serve as departmental field training officers, charged with training new Police Department employees. They also support special VIP events on campus. Says Capt. Sandy Turner, “I only select our top-line staff for these activities, because I need officers who are extremely competent and who have positive attitudes. Larry and K.C. are officers I look to for these activities time and again.”



LANA PAYTON



Commitment to confidentiality

Lana Payton, a contract administrator and advisement program coordinator for the School of Nursing, serves as the liaison for students, faculty advisors, course coordinators and administrators. Lana is a model of professionalism in her role as administrative coordinator for the student advising system. She balances professional effectiveness with caring and sensitivity when it comes to helping students and faculty manage difficult problems, such as addressing poor grades, making necessary changes in student progression and conducting student appeals. Lana says her commitment to confidentiality is key to earning students' trust in addressing their academic and personal issues. Many of us also come in contact with confidential information. In our work at a major academic health institution, we must strive to safeguard the trust of the people we serve just as Lana safeguards the trust of the students she serves.



TERI BIGLER



Commitment to improving quality

Teri Bigler, pictured third from the left, a lecturer in the School of Allied Health Sciences' Department of Physician Assistant Studies, is one of many individuals supporting the Community Immunity initiative through countless hours working to immunize children throughout Galveston County. In the process, Teri is demonstrating a commitment to improving the quality of care UTMB provides by helping deliver care in innovative ways. Whether it's researching immunization needs, securing resources, facilitating vaccinations, or recruiting and training UTMB students from various disciplines to participate in the effort, Teri's dedication is "enviable" says one colleague. Says another, "As an instructor, Teri doesn't just talk to students about working in the community; she takes them into the community and exposes them to the needs and challenges associated with initiatives like Community Immunity." This praiseworthy initiative typifies UTMB's commitment to serving the community in which we live and work through patient care and education.

★ UTMB PROFESSIONALISM CHARTER ★

These fundamental principles and professional responsibilities apply to all members of the UTMB community.



FUNDAMENTAL PRINCIPLES

Primacy of human welfare. This principle promises to put the interests of others before self-interest. Altruism contributes to the trust that knowledge is used for the singular purpose of promoting the health and well-being of each individual without regard for competing market forces, societal pressures, and administrative exigencies.



Autonomy. The autonomy of all individuals shall be respected. Individuals shall be honest and empower others to make informed decisions in matters that affect them. Such decisions shall be paramount, as long as they are in keeping with ethical standards and practices.



Social justice. Social justice in health care systems, including the fair distribution of health care resources and the elimination of discrimination—whether based on race, gender, socioeconomic status, ethnicity, religion, or any other social category—shall be the responsibility of everyone.



PROFESSIONAL RESPONSIBILITIES

Commitment to professional competence. Every member of the UTMB community shall be committed to lifelong learning and be

responsible for maintaining the knowledge, skills and attitude necessary for high-quality performance. More broadly, each group that makes up the UTMB community as a whole shall strive to ensure that its members are competent and shall ensure that appropriate mechanisms are available to accomplish this goal.



Commitment to honesty. Every member of the UTMB community shall ensure that interactions with others are honest and based on full disclosure and informed consent.

Across all settings on the UTMB campus, each individual is expected to be honest in his or her day-to-day activities.

Honesty shall also prevail in situations where errors and injuries occur.

Failures of honesty compromise trust in the social contract between professionals and society at large. Prompt reporting and analyzing of mistakes provide the basis for appropriate prevention

and improvement strategies.



Commitment to confidentiality. Every member of the UTMB community shall earn trust and confidence by safeguarding personal or sensitive information. This safeguarding applies to all information accessed, collected, and stored by professionals in the conduct of their responsibilities. This commitment extends to discussions with persons acting on an individual's behalf when that individual's own consent is not feasible. Fulfilling the commitment to confidentiality is more pressing now than ever before, given the widespread use of electronic information systems.



UTMB Honor Pledge

On my honor, as a member of the UTMB community, I pledge to act with integrity, compassion and respect in all my academic and professional endeavors.

★ UTMB PROFESSIONALISM CHARTER ★



Commitment to maintaining appropriate relations. Every member of the UTMB community shall protect all those with whom they come in contact from any undue advantage. Given the inherent vulnerability and dependency of individuals who enter into research and therapeutic relationships with professionals, exploitation of any kind shall be avoided.



Commitment to improving quality. Every member of the UTMB community shall be dedicated to continuous improvement in the quality of research, education, service, and health care. This commitment entails not only maintaining competence in knowledge and skills, but also working collaboratively with other professionals to improve service, reduce errors, increase safety, minimize overuse or waste of resources, and optimize outcomes. Professionals, both individually and through their group associations, shall actively work to develop and improve measures of quality, analyze data, and make changes that improve quality.



Commitment to improving access. Every member of the UTMB community shall be committed to working with other professionals, institutions, agencies, and the community at-large to reduce barriers to equitable access to health care services and education.



Commitment to a just distribution of finite resources. Every member of the UTMB community shall promote the wise and cost-effective management of limited resources. All groups on campus shall be responsible for working to achieve the appropriate allocation and use of resources while avoiding superfluous actions.



Commitment to scientific knowledge. Every member of the UTMB community has a duty to promote research, to create new knowledge, to

ensure the honest dissemination of that knowledge, and to promote its appropriate use.



Commitment to maintaining trust by managing conflicts of interest. Every member of the UTMB community has an obligation to recognize, to disclose to the general public, and to deal swiftly with conflicts of interest that arise in the course of his or her everyday activities.



Commitment to professional responsibilities. Every member of the UTMB community shall be expected to work collaboratively, be respectful of others, and participate in the processes of self-regulation. Professional responsibilities also include the remediation and discipline of those members who fail to uphold standards of professionalism. Professionals shall also define and manage the education and standards-setting process for current and future members, and engage in internal assessment and external scrutiny of all aspects of their professional performance.

