Physicians’ Professional Performance

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Agenda

. Introduce the 3 pillars of professional performance (pp)
. Underpin them with evidence
. Aim is to inspire, discuss & reflect on pp of your med team, med staff, hc setting or professional society.
Professional Performance

- Constant pursuit of excellence
- Humanistic practice
- Accountability

Professional Values
The 3 pillars of professional performance

1. The constant pursuit of excellence
2. Humanistic practice
3. Accountability
The 3 pillars of professional performance
Constant pursuit of excellence

1. Clocking up hours
2. Intrinsic motivation
3. Modesty
4. Commitment to knowledge
5. Drive for improvement
6. Being mindful
The constant pursuit of excellence

Intrinsic motivation

Jaap van Zweden,
Dutch conductor,
New York Philharmonic
The constant pursuit of excellence

Modesty

‘The Milkmaid’, painting by Johannes Vermeer
The constant pursuit of excellence
Commitment to Knowledge
The constant pursuit of excellence
Improvement driven

Igone de Jongh, Dutch National Opera & Ballet
The 3 pillars of professional performance, Humanistic practice

The clinical encounter
“a peculiar constellation of necessity, intimacy, inevitability, unpredictability, extreme vulnerability...within which trust must be given”

[Pelligrino]
Humanistic practice, what doctors say

• “The reason why I wanted to become a doctor”
• “My calling”
• The WHY of being a doctor
• Intrinsic motivation
Humanistic practice is good for all
Humanistic practice,
Compassion & empathy decline

• Clinical confrontation
• Organizational distress
Humanistic practice, Distress at work
The 3 pillars of professional performance

Accountability

- To pay account
- Codes of conduct
- Quality standards
- Assessment
- Feedback & reflection
- Transparency
- Culture of improvement
Excellence
Humanistic Practice
Accountability

Professional Performance Threats

How

Why

Humanistic Practice
Counter productive forces

- Commercialization
- Acceleration
- Individualization
Dialogue: Reflective questions

Think about your medical team, staff, setting or professional society, how does it do in terms of the 3 pillars of professional performance?

• Is there one pillar that is receiving most attention?
• What pillar would benefit from increased focus, position, priority?
• Are all 3 pillars currently visible in (life long) education, performance assessment and policies, in decisions on med careers, etc?
Dialogue: Sharing experiences

Thinking about the interventions you provide in order to facilitate enhancing the professional performance of physicians in your team, staff or organization....Please share:

. What works?
. Why does it work? (What are the key ingredients for success?)
. Can you share an experience of successfully addressing a counterproductive force?
Thank you!

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