

# 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.

# Hidden Agenda



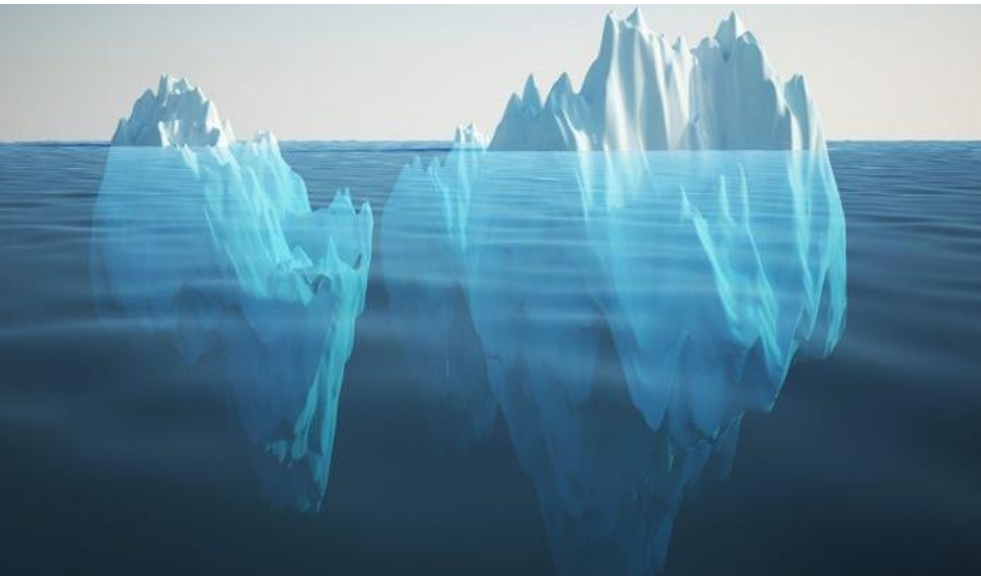
# Professional Performance

A large iceberg floats in a calm, blue ocean under a clear sky. The visible tip of the iceberg is jagged and white, while the much larger, submerged portion is a deep blue, illustrating the concept that professional performance is only a small part of a larger set of values.

- . 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]

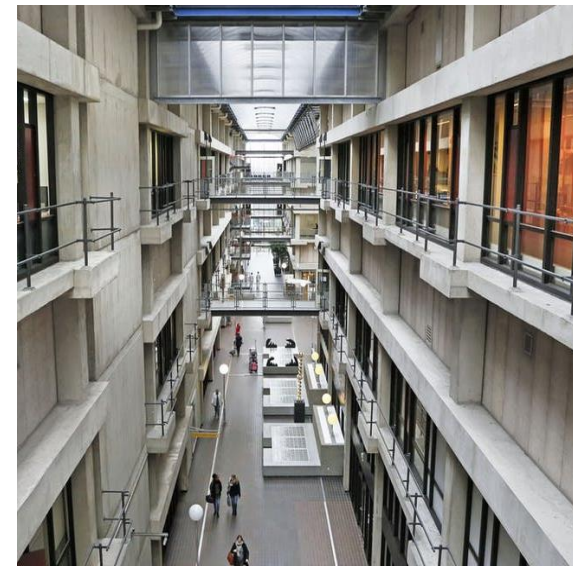
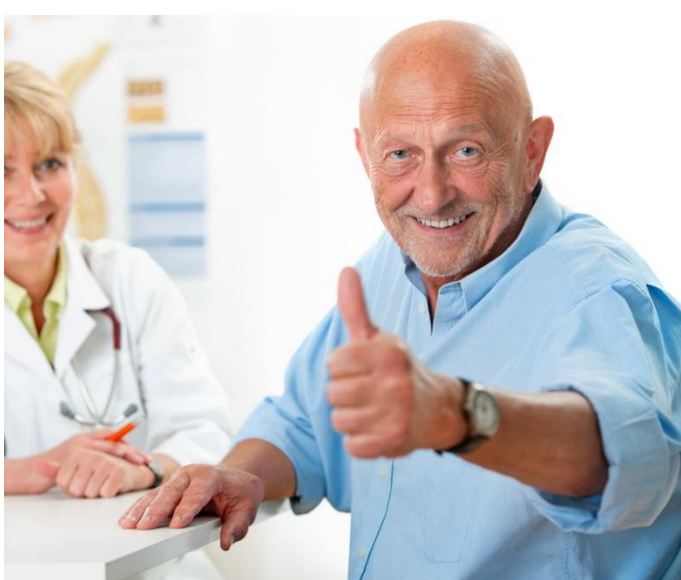


# Humanistic practice, what doctors say



- “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





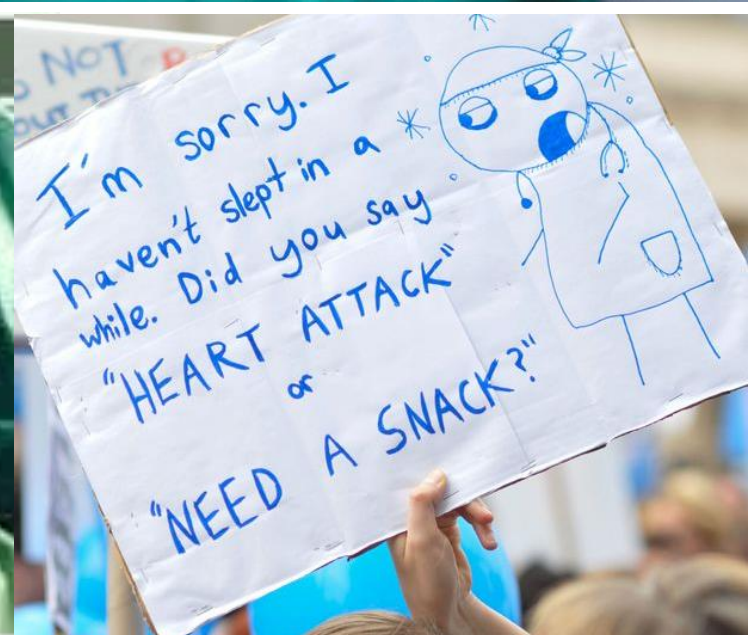
Humanistic practice,

# Compassion & empathy decline

- Clinical confrontation
- Organizational distress



# COMPLIANCE



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



How  
Excellence  
Humanistic Practice  
Accountability

Professional  
Performance  
Threats

Why

Humanistic Practice



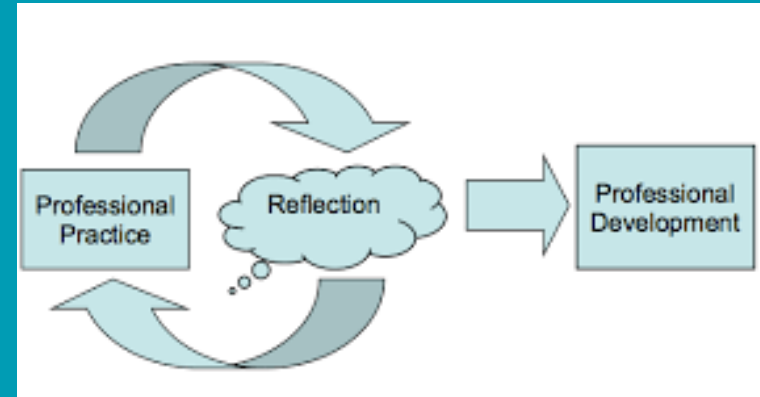


# Counter productive forces

- . Commercialization
- . Acceleration
- . Individualization



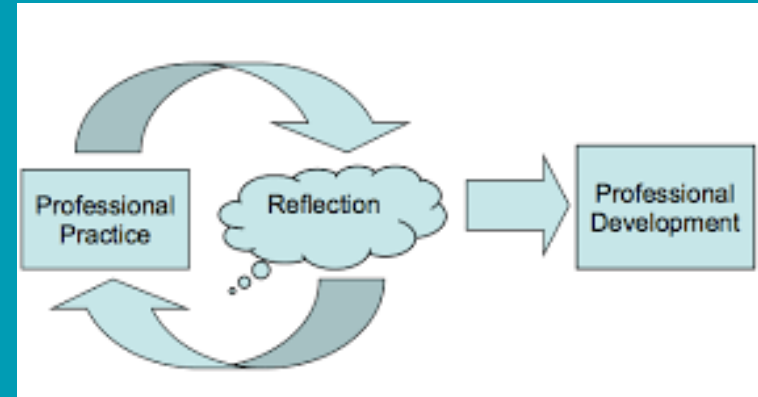
## Dialogue: Reflective questions



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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