



**This 1 credit hour lecture counts towards maintaining appropriate professional boundaries**

# Psychiatry Grand Rounds

WCM Department of Psychiatry  
Psychology CE Announcement



**Weill Cornell  
Medicine**  
Psychiatry

## *Promoting Professionalism: Addressing Behaviors that Undermine a Culture of Safety, Reliability, and Accountability*

**William O. Cooper, MD, MPH**

Cornelius Vanderbilt Professor of Pediatrics and Health Policy  
Associate Dean for Faculty Affairs, Vanderbilt University School of Medicine  
President, Vanderbilt Health CPPA

**Live Online, Live In-person**

Wednesday, March 12th, 2025

11:00am – 12:00pm

<https://weillcornell.zoom.us/j/92812036154>

Meeting ID: 928 1203 6154

Password: 12345



1 CE credit available to WCM Department of Psychiatry full time and voluntary faculty Psychologists, Social Workers and LMHCs, who sign in with their full name, attend the entire lecture and complete a survey which will be emailed following the completion of the lecture. Note you can join no later than 10 minutes after the start of time and must stay for the entire duration of the event for CE eligibility. The CE survey must be completed within 30 days of the lecture. Please contact [wempsychiatryce@med.cornell.edu](mailto:wempsychiatryce@med.cornell.edu) for additional CE information

### Speaker

William O. Cooper, MD, MPH is a practicing physician, researcher, teacher, and administrator. He has led Vanderbilt University School of Medicine programs, including the Vanderbilt Health Center for Patient and Professional Advocacy (CPPA), the Master of Public Health Program and the Pediatrics Office for Faculty Development. He is an internationally recognized expert in medication safety in children and has published over 160 scholarly articles to date. Dr. Cooper oversees Vanderbilt University Medical Center's professionalism programs for physicians, advanced practice professionals, and nursing professionals, and provides leadership and direction for the Vanderbilt Health Center for Patient and Professional Advocacy, which supports a national professional accountability collaborative of 200+ hospitals throughout the United States and in Australia, with research, education, and professional accountability programs.

*Financial Disclosure: Dr. Cooper has no relevant financial relationship(s) with ineligible companies to disclose and DOES NOT INTEND to discuss off-label or investigational use of products or services.*

### Abstract

What does an organization do when individual or group behaviors undermine the best attempts to create a safe and reliable environment? You need a plan and the right people, organization, and systems. For more than 25 years, Vanderbilt Health Center for Patient and Professional Advocacy (CPPA) has partnered with leaders from 300 health systems worldwide in research and development of reliable and successful approaches to address the 2.5-4% of professionals who model disrespectful behavior. Our work supports the core values and professional expectations that are foundational for effective teams in pursuit of high reliability and the delivery of safe, high-quality healthcare, education, and research.

### Learning Objectives

1. Identify behaviors that impact an organization's pursuit of professionalism and a culture of safety and respect.
2. Recognize and discuss the relationships between behaviors that promote a culture of safety and optimal outcomes.
3. Explain the essential elements (people, processes, and systems) needed for an organization to pursue professionalism and professional accountability.

### References

1. Cooper, W. O., Guillaumondegui, O., Hines, O. J., Hultman, C. S., Kelz, R. R., Shen, P., Spain, D. A., Sweeney, J. F., Moore, I. N., Hopkins, J., Horowitz, I. R., Howerton, R. M., Meredith, J. W., Spell, N. O., Sullivan, P., Domenico, H. J., Pichert, J. W., Catron, T. F., Webb, L. E., . . . Hickson, G. B. (2017). Use of unsolicited patient observations to identify surgeons with increased risk for postoperative complications. *JAMA Surgery*, 152(6), 522. <https://doi.org/10.1001/jamasurg.2016.5703>
2. Catron, T. F., Guillaumondegui, O. D., Karrass, J., Cooper, W. O., Martin, B. J., Dmochowski, R. R., Pichert, J. W., & Hickson, G. B. (2015). Patient complaints and adverse surgical outcomes. *American Journal of Medical Quality*, 31(5), 415–422. <https://doi.org/10.1177/1062860615584158>
3. Nassiri, A. M., Pichert, J. W., Domenico, H. J., Galloway, M. B., Cooper, W. O., & Bennett, M. L. (2019). Unsolicited Patient Complaints among Otolaryngologists. *Otolaryngology*, 160(5), 810–817. <https://doi.org/10.1177/0194599818823706>

*Weill Cornell Medicine (WCM) Department of Psychiatry, 525 E 68th St. New York, NY 10065, is recognized by the New York State Education Department's State Board for Psychology as an approved provider of continuing education for licensed psychologists #PSY-0192. Weill Cornell Medicine (WCM) Department of Psychiatry is recognized by the New York State Education Department's State Board for Mental Health Practitioners as an approved provider of continuing education for licensed mental health counselors. #MHC-0302. Weill Cornell Medicine (WCM) is approved by the American Psychological Association to sponsor continuing education for psychologists. Weill Cornell Medicine (WCM) maintains responsibility for this program and its content. The New York Presbyterian Hospital Department of Social Work is recognized by New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0155.*