Professionalism

(1) Definitions, Key Elements, Attributes and General Concepts

Done By: Ethar AlQarni
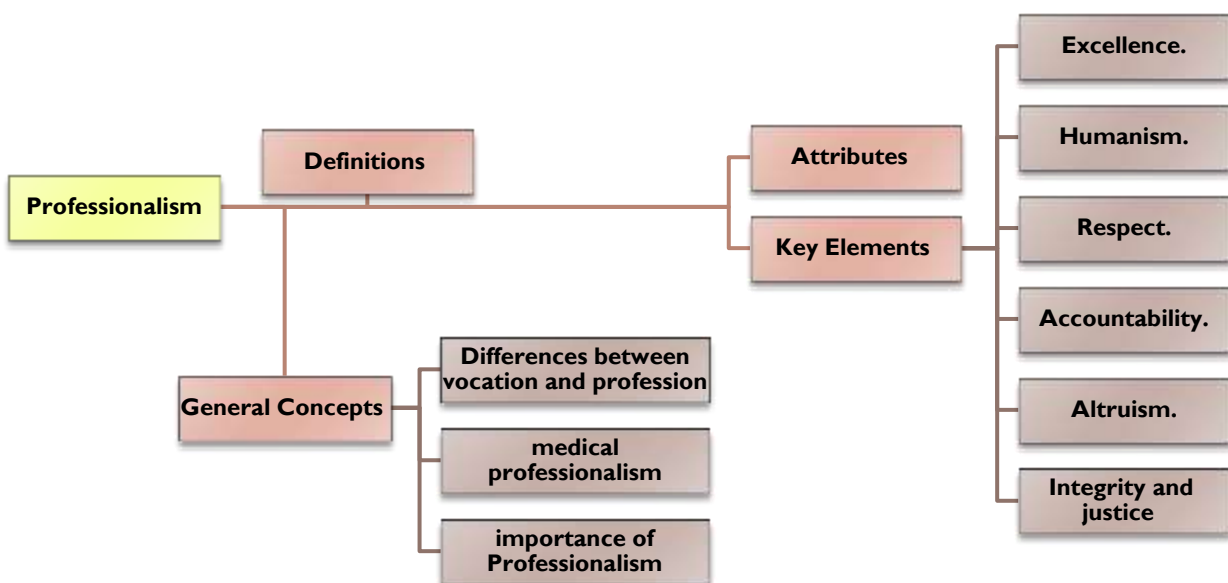**Revised By: Ghadah AlHarbi**

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Objectives:

- Understand the literature definition of "<u>profession</u>" and "<u>medical professionalism</u>".
- Understand the <u>key elements and attributes</u> of <u>medical/health professionalism.</u>
- Understand the sources and the processes for <u>generating a definition for medical professionalism.</u>
- Discuss practical examples (<u>case scenarios</u>) about professionalism and key principles learnt.

Mind Map:

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Professionalism ── Definitions ─────────────── Attributes ──── Excellence.
                │                                         ├──── Humanism.
                │                          Key Elements ──┤
                │                                         ├──── Respect.
                │                                         │
                └── General Concepts ── Differences between ├──── Accountability.
                                        vocation and profession
                                                          ├──── Altruism.
                                        medical
                                        professionalism   └──── Integrity and
                                                               justice
                                        importance of
                                        Professionalism
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Strong and Positive self-image is the best possible preparation for Success.

Definition of profession:

- **According to Oxford English dictionary:** is an occupation whose core elements are work, based on the mastery of a complex body of knowledge and skills.
- **According to American College dictionary:** is a vocation requiring knowledge of some departments of learning or science.

What is medical professionalism?

Medical professionalism is the '*heart and soul of medicine*'. More than adherence to a set of medical ethics; it is the daily expression of what originally attracted them to the field –a desire to help people and to help society as a whole by providing quality health care.

Professionalism in Medicine:

Professionalism embodies the relationship between medicine and society as it forms the basis of patient –physician trust. It attempts to make tangible certain attitudes, behaviors, and characteristics that are desirable among the medical profession.

Why Professionalism is important?

- Being productive
- Effective management of relationships
- Handling conflicts
- Being an ambassador
- Being mission-minded.
- Being able to know and avoid the unprofessional behavior.

Professionalism Key Elements:

Professional Values (Six Columns of the building)	Key bases of professionalism (Four steps of the building)
• Excellence.	• Ethical and Legal Boundaries.
• Humanism.	• Communication and Interpersonal Skills.
• Respect.	• Continuous Learning and Self Development.
• Accountability.	• Clinical Competence (Knowledge and Skills).
• Altruism.	
• Integrity and justice	

key elements	examples
Excellence (a talent or quality that is unusually good and surpasses ordinary standards)	• Time management /Punctuality • Positive attitude (enjoy work). • Commitment to lifelong learning, to exceed ordinary expectations. • Confidentiality. • Consider the language and culture of work. • Give the best of your talents and skills. • Development in commitment, communication, interpersonal relationship, ethics and more. • Recognition of professional limits • Protection of life • Prioritization
Humanism	• Empathy & Compassion. • Encouragement. • Support. • Love and care. • Positive attitude. • Values and integrity.
Respect	• Respect patients, patients' families, colleagues, and other healthcare professionals. • Treat patients with dignity and respect. • Demonstrate good attitude and effective communication. • Respect all patients in the same way regardless to their social status.
Accountability	• ≈ Accept responsibility. • Always consider confidentiality. • Work on resolving conflicts. • Avoid the business of blaming others, circumstances or how much you are busy. • To patients: honoring the patient/physician relationship. • To the society: addressing the health needs of the public. • To the profession: adhering to medicine's ethics precepts.
Altruism	• Put the patient interest first. • Avoid any conflict between your needs and the patients' rights. • Give full commitment to your patient. • Avoid any financial or relationship biases that could have any negative impact on the patient-doctor relationship.
Integrity (Consistent regards for the highest standards of behaviors and refusal to violate one's personal or professional codes)	• Be a principle-based person. • Be honest, and stand by your words. • Be fair. • Do not abuse your position/authority. • Do what you say. • Behave in a good manner whether you are watched or not. • Adhere to good work-place ethics.

Professionalism (attributes):

Attribute	Meaning
Confidentiality	Keeping conversations between doctor and patients unrevealed.
Trustworthiness	deserving trust or confidence
Honesty	Being truthful in representing facts.
Loyalty	Unfailing fulfillment to one's duties and obligations.
Reliability	Keeping your word, honoring your commitments.

HAIR CAP: (mnemonics for the key elements)

H	Humanism
A	Altruism
I	Integrity
R	Respect
C	Confidentiality
A	Accountability
P	punctuality

NOTE

Dr. Kamran Said: Values, attributes and elements refer to the same thing.

So, don't be confused by the names. What you have to know is the meaning of each element, attribute or value and this is the way to differentiate.

Take Home Messages

Key elements (The six columns):

Excellence
- Time management
- Positive attitude

Accountability *
- Accept responsibility
- Always consider confidentiality

Humanism
- Empathy, Compassion, love and care.

Altruism
- Put the patient first

Respect
- Treat patients with dignity and respect.

Integrity ** and Justice
- Be fair
- Do not abuse your position/authority

* Accountability:
• To patients: honoring the patient/physician relationship.
• To the society: Addressing the health needs of the public.
• To the profession: adhering to medicine's ethics precepts.

** Integrity: Consistent regards for the highest standards of behaviors and refusal to violate one's personal or professional codes.

Q1: What resources would you use to help you in identifying the definition of professionalism?

    A- Literature.
    B- Published research papers.
    C- All above.

Q2: Accepting the responsibility of being a physician matches which one of the following key elements of professionalism?
    A- Humanism.
    B- Accountability.
    C- Respect.

Answers: 1- C   2- B

Quiz:
1- Why do we need a definition for professionalism?
2- State 3 reasons why professionalism is important?
3- Why do we need excellence as part of professionalism?
4- What does altruism mean? Give a brief example.