



(13) Unprofessional Behavior

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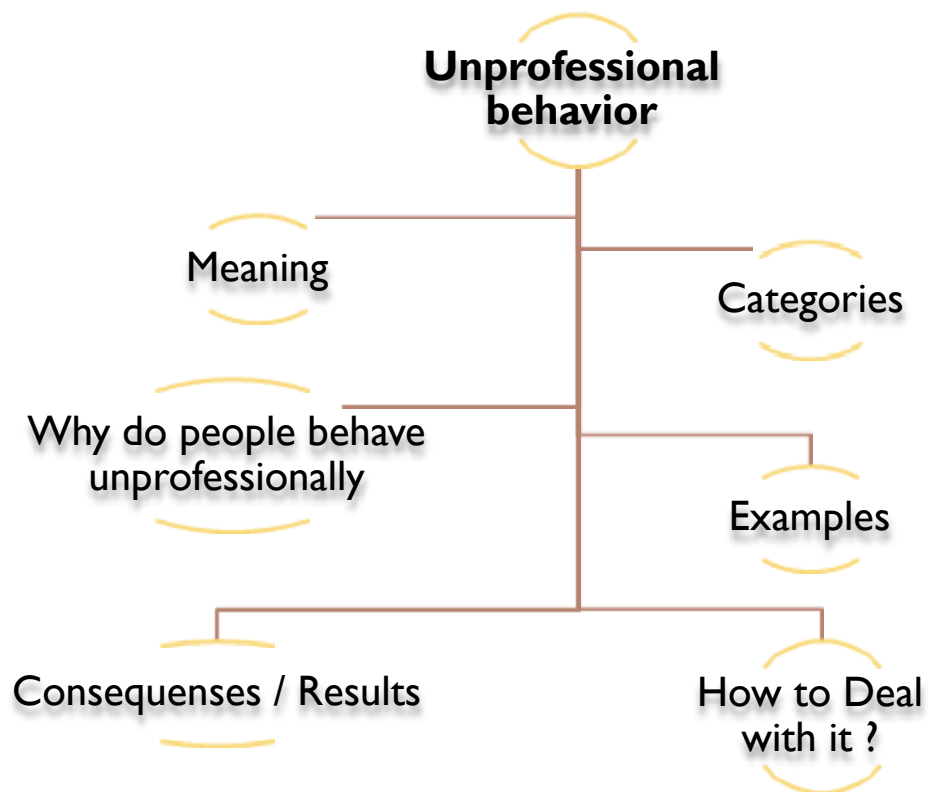
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Objectives and Mind Map

Objectives:

- Define unprofessional behavior
- Identify various elements of human nature that contribute to unprofessionalism
- Provide examples of such behaviors
- Know how to avoid (and deal with) unprofessional behaviors.

Mind Map:



Strong and Positive self-image is the best possible preparation for Success.



Unprofessional behavior

What is Professionalism:

- Attributes and behaviors that serve to maintain patient interests above physician self-interest. (**Altruism**)
- It is the unconditional caring of the patient, putting others before self.

Professional Attributes:

Honesty/integrity		Self-improvement	Respect	Compassion/empathy	Autonomy	Commitment	Self regulation
Openness			Presence	Competence		Confidentiality	
Altruism	Morality and ethical conduct	Self-improvement	Reliability	Self-awareness / knowledge of limits	Communication /collaboration	Teamwork	
			Responsibility				

What is Unprofessionalism:

- **Not pertaining to the characteristic of a profession.**
- At variance with or contrary to professional standards or ethics.

Medical Unprofessionalism:

- **Not necessary to show adverse effects on patient care.**
- **Do not have to wait until patient dies to determine that medical care suffered.**

Unprofessional acts fall into five categories:

1. **Illegal or criminal acts**
2. **Immoral acts**
3. **Business related acts**
4. **Acts that violate acceptable medical practices**
5. **Plagiarism**

It's **very important** to know an example for all the 5 categories!

1 Illegal or criminal acts:

A physician may also be disciplined and lose his medical license based solely on the fact that he was convicted for a crime or offense. **e.g. illegal abortions, writing prescriptions which is not required.**

2 Immoral acts:

The limited category of sexual activity with individuals that may be patients

❖ Physicians should not take advantage of the doctor-patient relationship **Because :**

- Some patients are particularly vulnerable
- Trust in the profession will be undermined.



- The patient's medical care may be compromised.

3 Business related acts:

- Obtain, maintain, or renew a license to practice medicine by bribery, fraud or misrepresentation
- The use of false, misleading, inaccurate or incomplete statements, in an attempt to renew or to obtain a medical license.
- Aiding, assisting, employing or advising, either directly or indirectly, any unlicensed person to engage in the practice of medicine.
- Receive compensation (in the form of fee, commission, or others).
- Charge for visits which did not occur, or services not rendered.
- False, deceptive or misleading MEDICAL advertising.
- Practicing or attempting to practice medicine under another name.

4 Violation of medical practices:



Negligent practice

Quality of care

Administrative

Is an act or omission by a health care provider in which the treatment provided falls below the accepted standard of practice in the medical community and causes injury or death. **E.g. Failure to maintain records of a patient, relating to diagnosis, treatment and care - Altering medical records - Failure to make medical records available for inspection**

Failure to report any person who a physician knows, or whom the physician would have reason to know:

- is in violation of the law
- is in violation of the code of professional conduct
- Is impaired or disruptive

***To prove negligence it must prove four elements:**

- (1) A duty of care was owed by the physician;
- (2) The physician violated the applicable standard of care;
- (3) The person suffered a compensable injury;
- (4) The injury was caused by the substandard conduct.

5 Plagiarism:



Is an unethical, dishonest act whereby an individual uses the work of another, commit literacy theft, or present work as an original idea without crediting the source or stating that it is derived from an existing source.

Types Of Plagiarism	Using data for example statistics, graphs, and drawings without acknowledging sources
	Repeating another person's apt phrase without acknowledgement
	Using another person's sentences or arguments as if they were your own.
	Presenting another person's idea, opinion, or theory in the development of an argument as though it is your own.

❖ **How to avoid Plagiarism :**
By being professional.



Unprofessional physician :

Impaired	Greedy	Self-serving	Disruptive behavior
Abuses power	Dishonest	Conflict of interest	Lacks interpersonal skills

❖ Impairment:

Impairment means more than making incorrect diagnosis.

1. Avoidance of patients and their psychological needs
2. Dehumanized care
3. Inappropriate treatment
4. Over involvement in care with sexual exploitation as the most serious form of boundary violation.

❖ Disruptive behavior :

Include repeated episodes of:

- Sexual harassment
- Racial or ethnic slurs
- Intimidation and abusive language
- Persistent lateness in responding to calls at work

Consequences of Unprofessional behavior

- ↑ workplace difficulties
- ↓ morale in other staff
- ↓ patient care

*How should we deal with such behavior?

- Dealing with unprofessional behavior
- **Surveillance**

(The eyes and ears of patients, visitors and healthcare team members are considered to be the most effective surveillance tools for detecting unprofessional behavior.

- Registration

❖ **Formalizing a response need** =

Cost + Time

❖ Potential benefits of formalizing a response :

1. Cost-saving
2. Builds the trust of public/patient
3. Improving the healthcare services

❖ Disruptive behavior pyramid :



Case Scenario

1- A senior doctor, head of a high profile department, is known to bring in research big amounts of money, to be very hard working and adept at specialized medical procedures. S/he is well known for **shouting** at nurses, **throwing** instruments back at them, and **humiliating** junior medical staff. S/he is often **absent** from department, Complaints are made to hospital administration from staff members; increased numbers of **"critical incidents"** and staff **resignations** are noted.

2- A general practitioner is consistently **late or absent** for pre-scheduled sessions. S/he gives **no explanation, leaving the partners** to fill in and make excuses. When confronted, s/he becomes **abusive** in front of office staff and patients.

3- A final-year medical student has caused **disruptions** throughout the course by **monopolizing** time in tutorials, **behaving inappropriately** with patients and being unwilling to heed advice. Many patients **refuse to be interviewed by her/him and have complained** to staff. S/he has not failed any exams, but several tutors and nurses have **raised concerns** about the student's "attitude" and ability to work as an intern.



Questions

Q1: A 54 year old male patient is admitted for the fourth time in two months for complaints of severe back pain following several attempts at decompressive back surgery. His pain has been sub-optimally controlled with very high-dose narcotics and other adjuvant pain-management medications. The nursing staff takes his vital signs at the start of every shift but otherwise only appear when his medications are due or he rings the call bell. The pain waxes and wanes but is so severe at times that he cries out. The medication orders for breakthrough pain are ineffective. When he tells one nurse this, she responds, sighing, "you have had your medication and you'll just have to wait three hours for your next does. I'm going on break, so don't bother me by ringing the bell" The nurse behavior's with the patient is considered as:

- A- Dishonest
- B- Impairment
- C- Disruptive behavior

Answers: I- B



Quiz:

- 1- Define briefly medical unprofessionalism behavior.
- 2- Write at least 2 consequences of unprofessional behavior?
- 3- Identify various elements of human nature that contribute to unprofessionalism?
- 4- Give one example of plagiarism and write how to avoid it?

