



Unprofessional behavior

**If you have any concerns, contact us:
professionalism433@gmail.com**

Done by: Rawan Alotaibi

Revised by: Ziyad AlAjlan.



Slides



Important



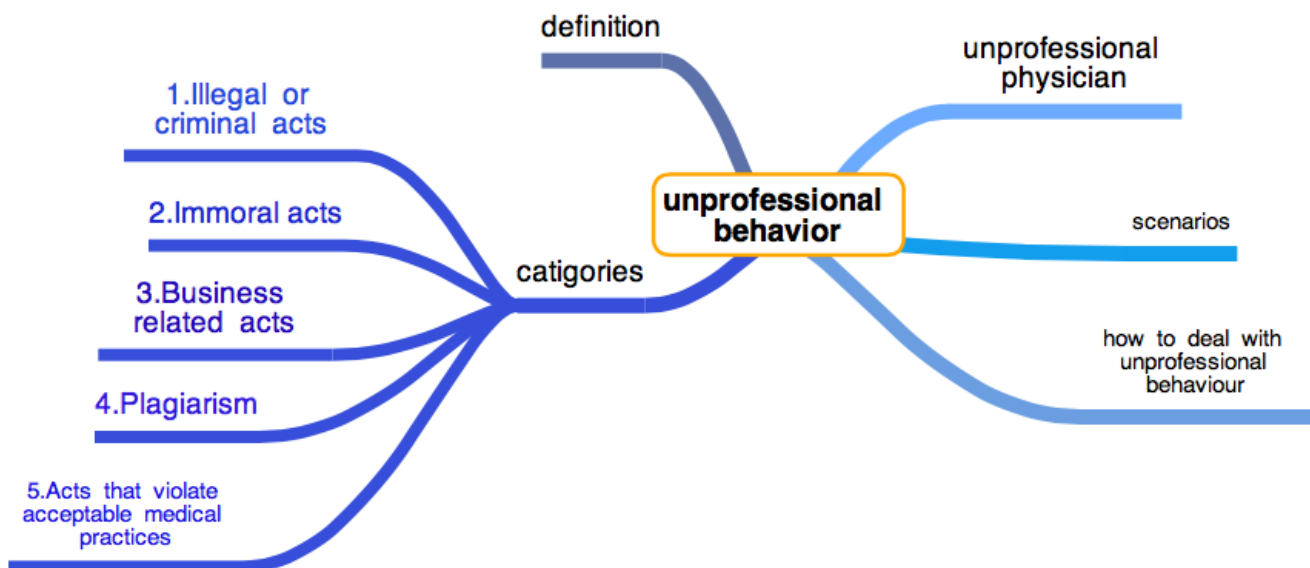
Explanation

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:



World Health Organization

5-Star Doctor



7 Roles of the Physician

1. Medical Expert (clinical decision-maker)
2. Communicator (educator, humanist, healer)
3. Resource Manager
4. Health Advocate
5. Learner
6. Scientist/scholar
7. A person

Professionalism is the basis of Medicine’s contract with society. Allows for trust to be established.

3 General Principles:
 *Patient Welfare
 *Patient Autonomy
 *Social Justice

Scenarios

<p>A senior doctor, head of a high profile department, is known to bring in research dollars, 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.</p>	<p>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.</p>
<p>A 54 year old male patient is admitted for the fourth time in two months for complaints of severe radicular pain(radiculitis) 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 take 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 is ineffective. When he tells one nurse this, she responds, sighing, :you have had your medication and you’ll</p>	<p>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.</p>

just have to wait three hours for your next does. I'm going on break, so don't bother to ring the bell"

What is Professionalism?

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

Professional Attributes

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

Professional Attributes (HAIRCAP)

Honesty	Altruism	Integrity	Responsibility	Compassion	Autonomy	Punctuality
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What is Unprofessionalism?

Not pertaining to the characteristic of a profession.

At variance with or contrary to professional standards or ethics.



Medical Unprofessionalism

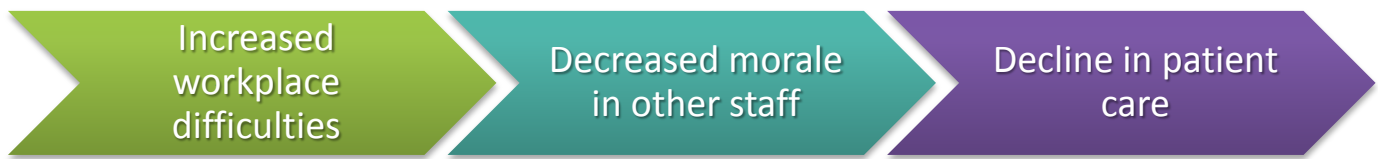
*Not necessary to show adverse effects on patient care.

*Do not have to wait until patient dies to determine that medical care suffered.

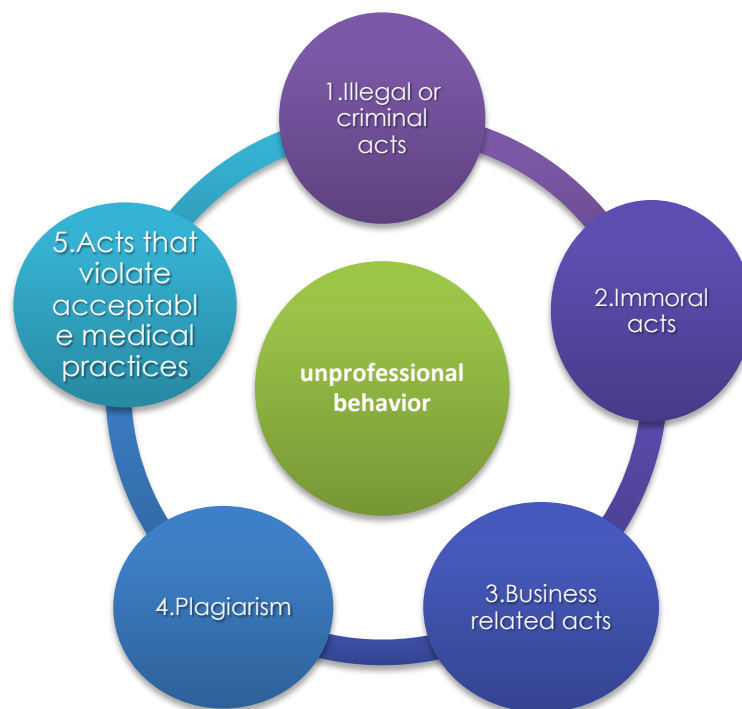
Unprofessional Behavior

Abuse of power. (abuse while interacting with patients and colleagues; bias and sexual harassment; and breach of confidentiality)	Misrepresentation. (lying, which is consciously failing to tell the truth; and fraud, which is conscious misrepresentation of material fact with the intent to mislead)
Arrogance. (offensive display of superiority and self-importance)	Impairment. (any disability that may prevent the physician from discharging his/her duties)
Greed. (when money becomes the driving force)	Lack of conscientiousness. (failure to fulfill responsibilities)
Conflicts in interests. (self-promotion/ advertising or unethical collaboration with industry; acceptance of gifts; and misuse of services – overcharging, inappropriate treatment or prolonging contact with patients)	

Unprofessional behavior is a broad term which results in:



Categories of unprofessional behavior:



1. Illegal or Criminal acts:

In addition to the penalties imposed by the legal system for a criminal conviction, 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. **For example; using illegal drugs.**

2. Immoral acts:

“Immoral” acts generally fall into the limited category of sexual activity with individuals that may be patients.

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

- A. Some patients are particularly vulnerable (In a weak position)
- B. Trust in the profession will be undermined
- C. The patient's medical care may be compromised

3. Business related acts:

These acts are related to the operation of the business, **NOT** the quality of the care. **examples:**

*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
*Referring a patient to a health facility, medical laboratory or commercial establishment in which the doctor has a financial interest
*Attempting to retain or obtain a patient, or discourage a second opinion, through the use of deception. This influence may be direct or indirect.

4. Violation of medical practice:

3 categories

A. Quality of care

B. Negligent practice

C. Administrative errors

B. Negligent practices (may range from minor to severe): it Deals with the way the doctor performs his duties.

Is an act 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.

(Standards and regulations for medical malpractice vary by country and jurisdiction within countries).

- Failure to maintain records of a patient, relating to diagnosis, treatment and care
- Altering medical records
- Failure to make medical records available for inspection

Negligence=Medical malpractice



(Example)
Negligent practices lead to surgical mistake

In order to prove negligence it must prove four elements:

- | |
|--|
| *A duty of care was owed by the physician. |
| *The physician violated the applicable standard of care. |
| *The person (patient) suffered a compensable injury. |
| *The injury was caused by the substandard conduct. |

C.Administrative errors:

Physician's Failure to report about any person who:

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

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.

Examples:

- | |
|---|
| *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. |



● Impairment:

When physician is unable to exercise prudent medical judgment and/or is **unable to practice with reasonable skills and safety** without jeopardy to patient care.

- Impairment means more than making incorrect diagnosis. e.g.
 - A. Avoidance of their patients and psychological needs .
 - B. Dehumanized care.
 - C. Inappropriate treatment
 - D. Over involvement in care with sexual exploitation as the most serious form of violation.
- Magnitude of the problem
(Estimates of the magnitude of the problem of impaired physicians at some point in their careers vary) (*3–5% *15%)

● Disruptive behavior:

Include repeated episodes of:

- Sexual harassment
- Racial or ethnic slurs
- Abusive language
- Persistent lateness in responding to calls at work.

Why are we more sensitive to such behavior?	How to deal with disruptive behavior? Check early warning signs
<ul style="list-style-type: none"> - Patients are better informed and more assertive. - Higher expectations of patients and families. - Complaint mechanisms are more accessible. - Medico-legal concerns. - Laws, policies, and guidelines. 	<ul style="list-style-type: none"> - Late or incomplete charting - Delayed or no responses to call or pagers - Abusive treatment of staff - Unkempt appearance and dress - Inability to accept criticism - Gender or Religious bias

Complaints as indicators of unprofessional behavior

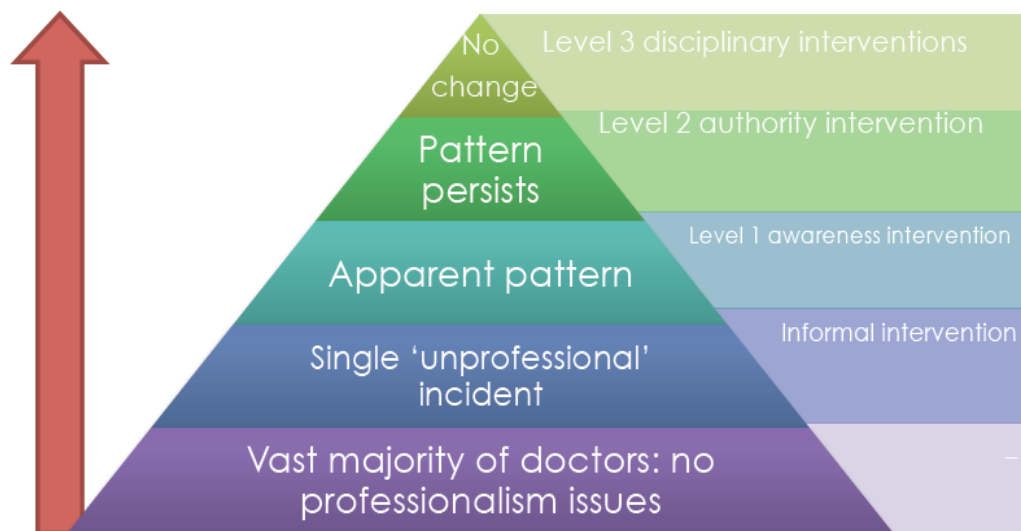
- *20–25% apparently disappoint their patients
- *More than 2/3 of physicians never or very rarely generate patient complaints.
- *A total of 6% of doctors, however, received 25 or more complaints over a 6-year period
- *Nurse surveys suggest that 4–5% of physicians display such behavior

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

Dealing with unprofessional behavior (Important)



Disruptive behavior pyramid



What does formalizing a response need?

It needs cost + time.

Potential benefits of formalizing a response

1. cost-saving
2. Builds the trust of public/patient
3. Improves the healthcare services

Questions

Q1. Is an unethical, dishonest act whereby an individual uses the work of another, this is the definition of:

- A. Plagiarism
- B. Disruptive behavior
- C. Impairment
- D. None of the above

Q2. Physician's Failure to report about any person who is doing any unprofessional behavior, this is the definition of:

- A. Illegal or Criminal acts
- B. Negligent practices
- C. Administrative errors
- D. None of the above

I.A 2.C