



Professionalism

Unprofessional Behavior

(15)



Objectives:

- Define unprofessional behavior
- Identify various elements of human nature that contribute to unprofessionalism
- Provide examples of such behaviors
- Know how to avoid unprofessional behaviors

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Correction File

This work covers:
Our slides + 433 team

World Health Organization:

5-Star Doctor



- 7 Roles of the Physician :

Medical Expert

- (clinical decision-maker)

Communicator

- (educator, humanist, healer)

Resource Manager

Health Advocate

Learner

Scientist/scholar

A person

- Key Elements of a Good Physician:

Altruism

Accountability

Excellence

Duty

Honor/Integrity

Respect
for
Others

- Professionalism is the basis of Medicine's contract with society
- Professionalism is Attributes and behaviors that serve to maintain patient interests above physician self-interest.
- 3 General Principles
 1. Patient Welfare
 2. Patient Autonomy
 3. Social Justice

How can I make professionalism more concrete for learners?

- Describe professionalism, or lapses of it, in terms of specific behaviors.
- Categorize levels of professionalism and describe examples for each level.
- Review professionalism scenarios

(11) Professional Responsibilities :

Professional Competence	Patient Confidentiality	Cooperation and Collegiality	Improving access to care	Professional Responsibilities	Scientific Knowledge
Honesty	Appropriate Relations with Patients	Open and Honest Relationships with Colleagues and 3 rd parties	Improving the health of the community	Maintaining trust by maintaining conflicts of interest	

- Examples of Unprofessional Behavior: (Read)

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.

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**.

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.

What is Unprofessionalism?

- Not pertaining to the characteristic of a profession

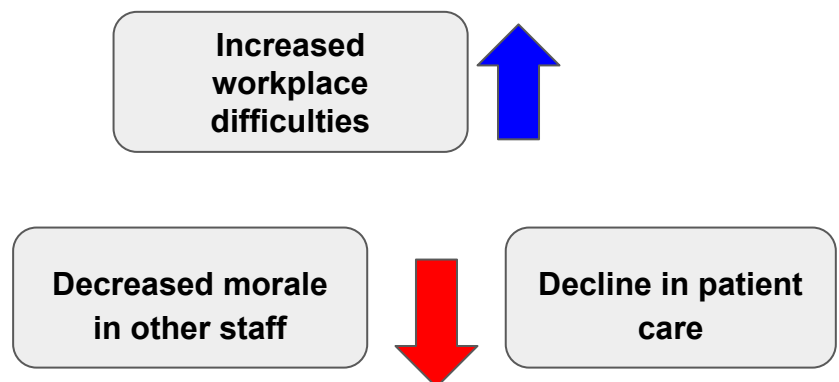
Medical Unprofessionalism:

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

Unprofessional Behavior:

1- Abuse of power	Abuse while interacting with patients and colleagues; bias and sexual harassment; and breach of confidentiality
2- Arrogance	Offensive display of superiority and self-importance
3- Greed	When money becomes the driving force
4- Misrepresentation	lying , which is consciously failing to tell the truth; and fraud , which is conscious misrepresentation of material fact with the intent to mislead
5- Impairment	Any disability that may prevent the physician from discharging his/her duties
6- Lack of conscientiousness	failure to fulfill responsibilities
7- 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:

- A physician may be disciplined and lose his medical license based solely on the fact that he was convicted for a crime or offense.

2. Immoral acts:

- Fall into the limited category of sexual activity with individuals that may be patients.

3. Business related acts:

- These acts are related to the operation of the business, not the quality of the care.
- Obtain, maintain, or renew a license to practice medicine by bribery, fraud or misrepresentation

4. Acts that violate acceptable medical practices: 3 categories

Quality of care

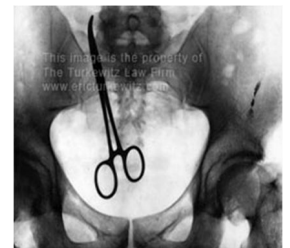
Negligent practice

Administrative

Negligent practice

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.

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



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

Unprofessional physician:

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

Impairment:

❑ Impairment means more than making incorrect diagnosis.

1. Avoidance of patients and their psychological needs
2. Dehumanized care
3. Inappropriate treatment

Disruptive behavior:

- ❑ Behavior that interferes with work or creates a hostile environment
- ❑ behavior that creates **stressful environments** and interferes with others' effective functioning
- ❑ **Include repeated episodes of:**
 - Sexual harassment
 - Racial or ethnic slurs
 - Intimidation and abusive language
 - Persistent lateness in responding to calls at work

Early warning signs:

- 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 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 (Hickson et al. 2002, 2007a,2007b).

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

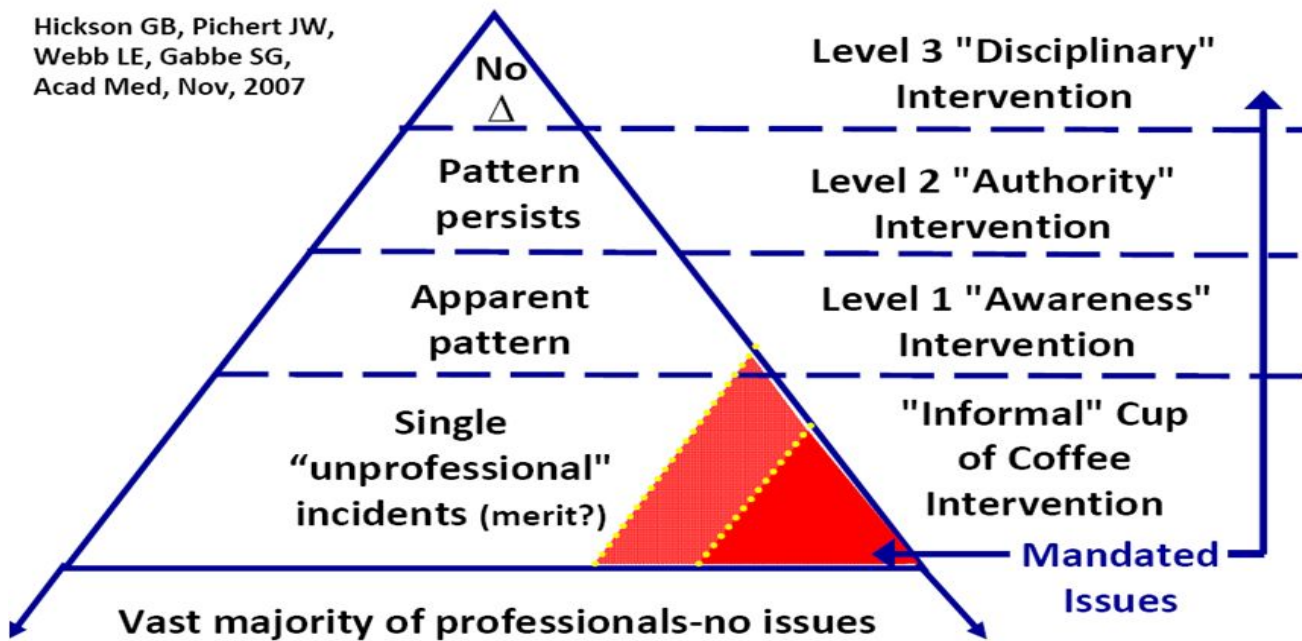
The eyes and ears of patients, visitors and healthcare team members are considered to be the most effective surveillance tools for detecting unprofessional behavior

Dealing with unprofessional behavior:

<u>Dealing with unprofessional behavior:</u>	
Surveillance	Registration

Disruptive behavior pyramid:

Hickson GB, Pichert JW,
Webb LE, Gabbe SG,
Acad Med, Nov, 2007



What does formalizing a response need?

It needs cost + time

Potential benefits of formalizing a response

- cost-saving
- Builds the trust of public/patient
- Improves the healthcare services

Summary

- 1) Not pertaining to the characteristic of a profession.
- 2) Unprofessional behavior fall into five categories:
 - Illegal or criminal acts
 - Immoral acts
 - Business related acts
 - Acts that violate acceptable medical practices
 - Plagiarism
- 3) Do not have to wait until patient dies to determine that medical care suffered.

Quiz

1- 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