



# Professionalism

## Introduction & Key Elements

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# Professionalism Course

- **Course title** : **Professionalism**
- **Code & number** : **SKL 221**
- **Target** : **Second year medical students**
- **Course duration** : **One year**
- **Credit hours** : **6 hours**

# Professionalism Course

## Faculty and Committee

- Chair person : Prof. Hanan Habib
- Co-chair : Dr. Kamran Sattar
- Committee & Members :
  - Dr. Hala Kfoury
  - Dr. Ali Mohmad

# Contents

- Objectives of the professionalism course
- Contents of the course
- Teaching strategy and course evaluation
- Professionalism overview
- Learning resources

# Objectives of course

**To understand and define the professionalism concept.**

**To act along the professionalism guidelines**

**To practice the needed skills to reach highest standards of professionalism in the daily life.**

**To enhance and demonstrate their interpersonal skills, communication skills and the ability to communicate with respect.**

**To demonstrate sensitivity and responsiveness towards others and show the ability to work with others in a professional way.**

**To be aware and to avoid unprofessional conduct.**

- **Note** : this course is taught in different blocks in Year 2 and it forms the basis for the Medical Ethics course in Year 3.

# Course Contents

## Professionalism:

- Introduction & key elements.
- Accountability ,initiatives ,integrity & trustworthiness
- Evolution of professional standards.
- Islamic values and professionalism.
- Professional medical student.
- Unprofessional behaviors.
- Professionalism in different cultural contexts.
- Medical boards & accreditation bodies.
- Communication skills
- Community services.
- Inter-professional relationship
- Legal aspect of medical practice.
- Breaking bad news

## course contents –cont.

- Patient safety definition and human factors involved in patients.
- Understanding systems and impact of complexity on patient safety.
- Understanding and learning from errors.
- Engaging with patients and carers and improving medication safety.
- Introduction to quality improvement methods.
- Patient safety and invasive procedures and infection control.

# Teaching Strategy

## Lectures

- Interactive lectures ( *integrated in all four blocks* ).
- Each lecture has theoretical part and case scenarios.
- Students full involvement in the discussion.
- Lecture power points shall be sent to students before the lecture



# Student's Assessment

- **Continuous Assessment = 40% as follows:**  
**Short Answer Questions (SAQs ) 30%**  
**+ 10% professional conduct = 40 %**
- **End of year /Final exam (60-100 MCQs)= 60%**
- **Total = 100**

# Continuous assessment

- During the lecture, students will be given 3-4 short answer questions (SAQs ) based on the current lecture .
- **No repeat of the quiz for absence**
- Total mark = 30 will be added to end year exam plus 10% professional conduct.

# Professional conduct (Total 10 Marks)

- Interaction during lecture
- Professional conduct
- Punctuality ,communication,.. etc.
- Not using the mobile during the lecture
- Not eating or drinking during the lecture,
- Respecting the lecturer, etc..



# Overview About Professionalism





**What does Professionalism mean?**

**Examples of model individuals /  
character of a professional**

# Task 1

You research for defining professionalism by using a number of textbooks. You were astonished to find out that there are several differences in the definitions provided.”

-What could possibly be the cause for these differences?

# Task 1

- Although there are common key elements in the definition of professionalism that must be fulfilled, the definition might varies depending on culture, law, and community needs.
- **The definition components (key elements) should clearly define the unwritten contract between a doctor and patients. .**

# Task 1 ,cont.

- The definition of professionalism is the benchmark that we could use to check our performance and could help us to direct our goals for continuous improvement.
- It is also the measure that could be used to assess our performance by our patients, colleagues, and the profession. .



## Task 2

You are invited to join a national committee responsible for defining professionalism. There are two students on that committee and you are representing King Saud University.”

How would you approach this task ?  
What resources would you use to help you in identifying the definition of professionalism?.

## Task 2 , cont.

- **Sources for defining professionalism might include:**

Literature, published research papers, legal and ethical documents, as well as disciplinary action documents in the hospital, and workplace. These documents are confidential.

# What does Professionalism mean?

## Different sources

- **Profession** is an occupation whose core elements is work, based on the mastery of a complex body of knowledge and skills.

*Oxford English Dictionary*

- **Profession** is the conduct, aims, or qualities that characterize a person in a work setting or profession

- **Professionalism** “constituting those *attitude* and *behaviors* that serve to maintain patient interest above physician self-interest.”

*American Board of Internal Medicine*

- **Professionalism** is exhibited by one of the *professional character, spirit , methods* or the standing practice , or methods of a professional as distinguished from an amateur”.

*American College Dictionary*

# Definition ..Ottawa Conference

Professionalism is intrinsically related to the social responsibility of the medical profession.

Professionalism has **three** main discourses/characteristics

**Individual**

**Interpersonal**

**Societal**

# Definition..cont.

**MEDICINE** is a vocation in which a doctor's knowledge, clinical skills ,and judgment are put in the service of protecting and restoring human well-being.

This purpose is realized through a partnership between a patient and doctor, one based on mutual respect ,individual responsibility and appropriate accountability.

# The Holy Quran & Hadith

The holy Qura'an and Al-Hadith have stated that Muslims has duty to care for the sick and this often referred to “**Medicine of Prophet**’.

According to the sayings of the Prophet Mohamed' *peace be upon him*' that 'Allah has sent a cure for aliment and that it was the duty of Muslim to care of the body and spirit.

**This includes improving the quality of care and ensures access of healthcare to every body.**

# 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.

*University of Ottawa, 2012*

- 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.

*Advancing medical professionalism to improve health care. ABIM Foundation , 2013*

# Why Professionalism Is Important?



- There is a great increase in interest in developing medical professionalism of the students.
- The *ethical* demands upon medical profession have increased due to changes in the traditional modes of health care delivery, increased complexity in the methods of reimbursement, and developing national trends toward managed care.
- **Medical professionalism sets out three principles: *ethical principles, knowledge and skills & selflessness***



# Why Professionalism Is Important? Cont.

- Most people desire to be treated by physicians who, in addition to being competent, care deeply about their patients.
- Professionalism and humanism sometimes confused as being synonymous.
- Professionalism denotes a way of behaving in accordance to certain normative values.
- Professionalism is not only about being competent and skillful but also *behaving in an ethical way*
- Effective management of relationships

# Concepts Of Professionalism

- **Professionals** have *codes, guidelines, creeds, oaths, commitments* statements, belief statement such as statement on *ethics*.
- **Professionals** in many professions are *licensed, certified* and specific initial and *advanced education*, many require both initial and ongoing testing for admission and maintaining membership.
- **Examples of professionals** : medical doctors, engineers, pilots, etc,...

# Key Elements Of Professionalism



# Objectives Of Key Elements

- Understand the key elements and attributes of medical/health professionalism.
- Discuss practical examples (case scenarios) about professionalism and key principles learnt.
- Identify take home messages about the lecture .

# Key elements Of Professionalism

- Excellence.
- Humanism.
- Respect.
- Accountability.
- Altruism.
- Integrity.



# Key Elements

## *( Bases of Professionalism )*

- Ethical and Legal Boundaries.
- Communication and Interpersonal Skills.
- Continuous Learning and Self Development.
- Clinical Competence (Knowledge and Skills).



# Excellence

- What do you understand by excellence?
- Examples of excellence
- How an individual becomes excellent ?

# Key Elements

## ● 1.

- Excellence: ( a talent or quality that is unusually good and surpasses ordinary standards)
- Time management /Punctuality
- Positive attitude ( enjoy work).
- Commitment to life long learning, to exceed ordinary expectations.
- Confidentiality.
- Consider the language and culture of work.
- Give the best of your talents and skills.



# Humanism

- What does humanism mean?
- What are the differences between professionalism and humanism?
- Examples of humanism

# Key elements

## ● 2.

- Humanism:
- Empathy & Compassion.
- Encouragement.
- Support.
- Love and care.
- Positive attitude.
- Values and integrity.

# Humanism –cont.

- **Professionalism** is a way of acting. It comprises a set of observable behaviors.
- **Humanism** is a way of being. It comprises a set of deep-seated personal convictions about one's obligations to others especially others in need.

**Humanism** manifested as : altruism, duty, integrity, respect for others and compassion.

# Respect

- What does respect mean?
- Examples of respect
- Why respect is important?

# Key elements



- Respect:
- Respect patients, patients' families, colleagues, and other healthcare professionals.
- Treat patients with dignity and respect.
- Demonstrated good attitude and effective communication.
- Respect all patients in the same way regardless to their social status.

# Respect includes also:

- Respect for the feeling of others
- Respect for differences
- Respect for rules
- Self-respect.

# Accountability

- What is the meaning of accountability?
- Why accountability is important for a professional?
- Examples of an accountable individual

# Key Elements

## 4.

- Accountability:
- Accept responsibility.
- Always consider confidentiality.
- Work on resolving conflicts.
- Avoid the business of blaming others, circumstances or how much you are busy.
- Honoring the patient/physician relationship
- Addressing the health needs of the public
- Adhering to medicine's precepts.



# Altruism

- What does altruism mean?
- Examples of altruism

# Key Elements

## ● 5.

- Altruism:
- Put the patient 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

# Altruism

- To go beyond the call duty to help meeting the needs of others. In other words, to put the duty and patient care ahead of your own needs. The sense of “giving” of oneself in patient care.
- The roots of the word “altruism” is from the Latin word alter, meaning “other”, meaning to look after others and help them.

# Integrity

- What does integrity mean?
- Examples of integrity from day to day practices.

# Key Elements

## ● 6.

- Integrity :
- 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.

# Integrity

- Integrity evolved from the Latin adjective “*integer*” meaning the inner sense of “wholeness” as represented by a number of values such as honesty, trustworthy, fairness, and no favoritism.
- Highest standards of behavior.
- Refusal to violate one’s personal professional codes.
- Being fair, honest and truthful.
- Keeping one’s word.
- Avoidance of relationships that allow personal gain to supersede the best interest of patients.
- Not working in the darkness or involved in any behavior that aims at harming others or taking their rights without their knowledge.

# Professionalism & Ethics

## Professionalism

- Competence
- Honesty
- Compassion
- Respect others
- Responsibility for the profession & society

## Ethics

- Morals
- Deliberation and explicit arguments to justify particular actions
- Principles governing ideal human character
- Focus on reasons why an action is right or wrong.

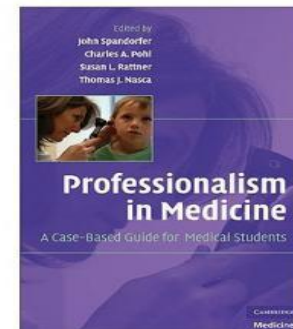
# Remember the 6 key elements





# Learning resources

- Feldman MD, Christensen JF (2007). Behavioral Medicine. A Guide for Clinical Practice. McGraw-Hill Lange, UK.
- Stern DT (2005). Measuring Medical Professionalism. Oxford University Press, UK.
- Spandorfer J, Pohl CA, Rattner SL, Nasca TJ, (2010). Professionalism in Medicine. A Case-Based Guide for Medical Students. Cambridge University Press, UK. ISBN: 978-0-521-70492-2 PAPER BACK





**Thank You**  
**Questions**