

# Professionalism

Orientation ,Overview

Key Elements

Accountability ,Integrity and Altruism

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# Professionalism Course

- **Course title** : Professionalism
- **Code** : SKL 221
- **Target** : Second year medical students
- **Course duration** : **First semester**
- **Credit hours** : Two

# Professionalism

## Orientation and Introduction to the Course

- Aim and objectives of the professionalism course
- Teaching and learning strategies
- Student's assessment and evaluation
- References

## Aims of the course

- The aim of the course is to have a graduate medical students with commitment to highest standards of excellence in the future practice of medicine and to sustain the interest ,welfare and safety of the patients.
- To display adequate responsibility towards the needs of the society.

# Objectives of the course

- Define the attribute of professionalism
- Practice effectively in teamwork during an inter-professional activity
- Demonstrate the attributes and behavior of a professional medical student
- Recognize and manage conflicts at work place
- Demonstrate commitment of life long learning and professional development and the capacity for reflection and self –evaluation
- Work effectively with patients , their families, colleagues and other health professionals.
- Practice as a volunteer for the community services in collaboration with health societies and agencies.

# Professionalism course: Topics / Sessions

- **Eight** topics :

One hour each **EXCEPT THREE** topics given in two sessions ( 2 hours),other topics one hour

- For details about the course ,read the guide for tutors and students.

## Teaching methods

- Interactive lecture/group discussion
- Student led seminar/team based learning
- Inter-professional team
- Preparation of volunteering works and awareness campaigns
- Attending seminars in collaboration with health education.
- Others.

# Teaching methods

*student led seminar, projects , projects & other activities*

- Includes assignments and projects. Students at each group will be divided into **3 subgroups** at the beginning of the academic year.
- Each subgroup shall participate in **one** topic/session ( preparation, discussion and presentation).
- Materials of the topic , summary handouts and references and instructions will be given to involved group earlier at the start of the course and before the day of the session to help in preparing the topic.
- Students in the presenting group will be evaluated after presentation and discussion.
- Evaluation of the involved group will be counted with continuous assessment ( 40 marks)
- **All students must attend all activities.**



# Student's Evaluation & Assessment

- **CA:** seminar ,activities, projects, tutor evaluation and mini-OSCE , total **40 marks**
- Participation in group discussion and activities will also be evaluated even for one session topics.
- **No repeat of evaluation for absence from a session.**
  
- **FINAL:** MCQs & SAQs = **60 marks**
  
- Total mark = **100**

# Professionalism course

## SKL-221

### Overview



# Professionalism & Key elements

contents:

- Definitions of professionalism
- Why professionalism is important?
- Professionalism in medicine
- Concepts of professionalism
- Key elements
- Importance of accountability, integrity& altruism
- Practical examples during discussion**
- References

# Definitions of Professionalism

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

*Oxford English Dictionary*

- **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*

- Professionalism and ethics are different.

Professionalism :are skills, competence and conduct displayed by an individual at certain profession.

Ethics: are guides for an individual which clearly states the dos and don't's.

# 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.
- Most patients desire to be treated by a physician ,who is in addition to be competent, care deeply about his/her patients.
- Professionalism denote the way of behaving in accordance to certain normative values
- Professionalism is not about competent and skillful ,it is about behaving in an ethical way
- Effective management of relationships.

# 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*

# 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, ..

# Professionalism :Key elements





# Professionalism

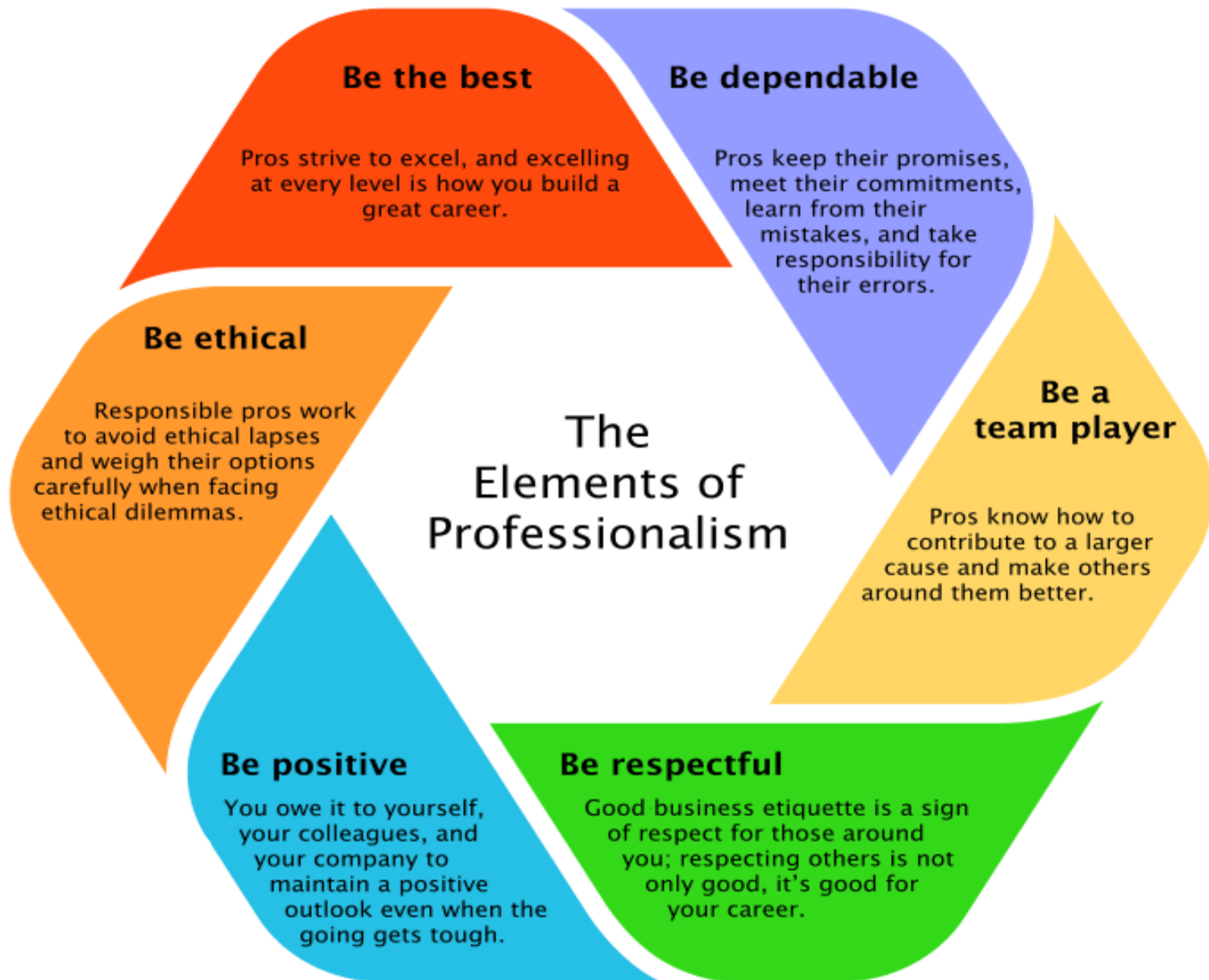


## Key elements of professionalism

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

## Bases of professionalism

- Ethical and legal boundaries
- Communication skills
- Continuing learning
- Clinical competence



# Key Elements

- **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.

# Key Elements

- **Humanism**: is the way of being, manifested as :
  - Compassion, empathy
  - Encouragement.
  - Support.
  - Love and care.
  - Positive attitude.
  - Respect
  - Values and integrity.

# Key Elements



- **Respect:**

- Respect patients, their 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 and differences.
- Respect for feeling of others
- Respect for rules
- Self-respect



**Give** respect **Get** respect

# Key Elements

• **Accountability** : Accept responsibility

**Definition** : procedures and processes by which one party justifies and takes responsibility for its activities.

It comprises: responsibilities to patients

patient-physician relationship

responsibilities to colleagues

responsibilities to the profession

responsibilities to the society and public

5 levels of accountability: personal accountability

individual accountability

team accountability

organizational accountability

stakeholder accountability

# Meanings of accountability

## 1- Responsibility :

To become responsible ( accountable) to patients, their families, society, and community.

To become accountable for quality of care, resolving conflicts, and upholding principles

Avoid business of blaming others

Always consider **confidentiality**

Honoring patient-physician relationship

Addressing health needs of public

Adhering to medicine percepts and upholding principles

# Meanings of accountability, cont.

**2-Self regulation in activities:** physician's actions and behaviors should reflect good ethical conduct, and no financial conflict in their performance.

**3-Standard setting** for current and future members of the profession: to maintain professional standards in our day- to -day practices

**4-Ability to resolve conflicts:** conflicts may be financial or pharmaceutical. There is a need to disclose any conflict that could damage doctor's accountability.

**5-Free acceptance of duties to serve public:** doctors accountable for improving standards of health care of their community , their country and worldwide.

**6- Explain and give reason for actions** that could have caused harm to the patient, colleagues and community.



# Why Accountability is important?

- Accountability is the key for providing optimal health care services
- Accountability enables continuing improvement in healthcare system
- Accountability helps in protecting the rights of patients
- Accountability is essential in resolving conflicts
- Accountability is essential for building trust and ensuring that workplace environment is safe and healthy
- Accountability reflects behavior and attitude of responsible people.

# Social Accountability Of A Medical Doctor

- Enhancing the community health through education and other community related services
- Contributing by research on community health problems and working with team conducting such studies
- Committing self to volunteer work that help in improving health care and awareness about diseases in community.

# Key Elements

- **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

# Elements of Altruism

- Donate time to humanitarian causes (eg. doctors with no borders)
- Help to treat patients who are poor or cannot afford the cost of the service.
- Going beyond the call of duty to help patients
- Show selfless behavior and the willingness to serve others, particularly those in need.
- Unselfish concern for the welfare of others
- Subordinate your own interest to the interest of others.

# Key Elements

## • 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 is about demonstrating the values you hold and applying in your day-to day practice
- Highest standards of behavior.
- Refusal to violate one's personal professional codes.
- Being fair, honest and truthful.
- 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.

# Integrity ..cont.

- 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

# References

- a) Feldman. M , Christensen. J. behavioral medicine . A guide for clinical practice(latest edition).New York. McGraw- Hill Medical
- b) Spandorfer. J, Pohl.CA , Rattner .SL, Nasca.TJ. professionalism in medicine. A case-based guide for medical students ( latest edition).Cambridge University Press.UK.
- c) Stern. DT. Measuring medical professionalism ( latest edition).Oxford University Press.UK
- d) References recommended by tutors.**