

Professionalism

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Professionalism

- What is Professionalism?
 - Adherence to an agreed and communicated set of standards in our profession and workplace
 - Our contract with society and our profession
 - Contextualized
 - My accountability

Professionalism

- What is my role?
 - With patients? With colleagues/allied health professionals? With supervisors? With learners?
- We need to understand the expectations of:
 - Our education/profession
 - Our agency/workplace

Professionalism

- Six Domains of Professionalism
 - Competency
 - Personal Relationships
 - Maintaining Professional Boundaries
 - Consistency & Reliability of Practice
 - Reflection & Learning
 - Personal Integrity

Competency

- Knowledge, skills and ethics and their application in practice
 - Understands the requirements of the job, quality & quantity of work expected, demonstrates effective communication, contributes to teamwork, ethical expectations
 - Not only “what” we do, but “how” we do it

“You can get by on charm for about 10 minutes, then you actually need to know something!”

Ability
determines what you're capable of doing

Motivation
determines what you choose to do

Attitude
determines how well you do it

Personal Relationships

- Interpersonal relationships and emotional function
 - ability to communicate effectively with others (oral & written) – content vs. delivery
 - ability to work effectively in teams
 - able to recognize the abilities and contributions of others
 - emotional awareness and self soothing abilities

Always remember kindness, civility, collegiality and respect

DOING A GOOD JOB HERE
*Is Like Wetting Your Pants
 In A Dark Suit*
**YOU GET A WARM FEELING
 BUT NO ONE ELSE NOTICES**

- What often makes interprofessional communication difficult? The Roadblocks.....
 - Opposing opinions
 - Strong emotions
 - High stakes
 - Our motives/perspective/frame of reference
 - Lack of skills
 - Lack of understanding of others roles/knowledge
 - Not knowing what we really want to achieve
 - Lack of preparation
 - Personalities – ours & theirs

*We do not see things as they are
 We see things as we are*

Maintaining Professional Boundaries

- Reduces the likelihood of introducing our own emotional, sexual or financial needs into the work relationship
- Creates safety
- Boundary crossings vs. boundary violations
- “grey areas” – self disclosure, touch, dual relationships

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Doctors without Boundaries

Consistency & Reliability of Practice

- Work ethic – extent to which one can be depended upon to produce a consistent work product, demonstrate a positive attitude, honesty, integrity, enthusiasm, interest in job tasks, attendance/punctuality/use of leave
- Accepts responsibility for behavior - errors, accountability

Reflection & Learning

- Am I acting within my scope of education/skills? Am I being asked to do something beyond my knowledge and skill level?
- What do I do well? What could I do better?
- Identifying learning needs and pursuing education and training.

Personal Integrity

- The impact of our personal lives on our professional role (substance abuse/addiction, untreated mental illness, physical illness, personal beliefs/bias, violent behavior, etc.)
- Presentation – grooming, clothing, scents, language, table manners
- Maintaining confidentiality
- We are accountable for our personal “stuff” when it bleeds into our workplace.

*Your beliefs don't make you a better person
Your behavior does!*

You moon the wrong person at an office party and suddenly you're not 'professional' any more.

Jeff Foxworthy

Professionalism

- How do I want others to see me?
- How do I present to others?
- Congruence?
 - Ask for feedback
 - Videotape
 - Acceptance of personal style – play to your strengths

Scenarios

- A colleague is repeatedly sharing gossip, undermines other staff, bullies others, makes negative comments about others in the disguise of humor
- A staff member makes a racial slur regarding a colleague
- A patient invites you into sexual contact
- A supervisor undermines/dismisses your opinion/concerns
- A physician at a clinic asks you out on a date
- A patients requests to “friend” you on Facebook
- Doing personal business and taking personal calls at work