



**Professionalism In The
Dialysis Setting**


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Picture If You Will...



What Are Your Expectations?



Something Like This?

“Characterized by or conforming to the technical or ethical standards of a profession; exhibiting a courteous, conscientious, and generally businesslike manner in the workplace”

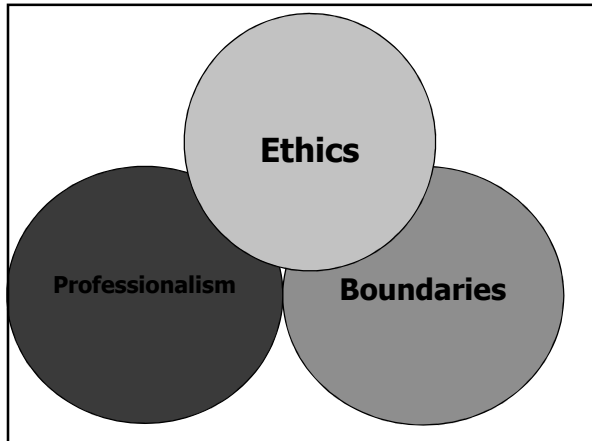
Webster's Dictionary



And...

- Recognition and respect for what their purpose is for being in the dialysis clinic.





Characteristics Of A Professional

- Respectful
- Welcoming
- Knowledgeable
- Motivated
- Concerned
- Empathic



Accurate Empathy

“refers to how well the professional can step into the patient’s world and see and experience life the way the patient does.”

Aaron Beck, PhD



What Is It Like?

“Patients with renal disease are challenged by many stressors, including loss of biochemical and physiologic kidney functions, development of digestive and neurological disorders, bone disease and anemia, inability to function in the family and to maintain one’s occupation, decreased mobility, decreased physical and cognitive competence, and loss of sexual function”

Kimmel, MD & Peterson, MD
Seminars in Dialysis, 2005



Important Aspects Of Being A Professional

1. Competent
2. Integrity
3. Critical Thinking
4. Patient Advocacy
5. Appearance
6. Behavior



Competence

1. Understanding the physiology of dialysis delivery
2. Knowing the operating policies and procedures of your clinic
3. Continuing to improve your knowledge and skills



Integrity

1. Ethical
2. Honest
3. Trustworthy
4. Dependable



Critical Thinking

“is purposeful and reflective judgment about what to believe or do in response to observations, experience, verbal or written expressions, or arguments. Critical thinking might involve determining the meaning and significance of what is observed or expressed, or, concerning a given inference or argument, determining whether there is adequate justification to accept the conclusion as true.”

Wikipedia



Advocate

1. Understand medical information
2. Obtain resources related to kidney disease
3. Help protect the patient's rights
4. Speak on behalf of those who can't speak for themselves
5. Ensure quality care for all patients



Appearance

1. Clean
2. Polished
3. Appropriate attire



Courteous Behavior

1. Language
2. Tone of voice
3. Appropriate conversations
4. Focused and organized



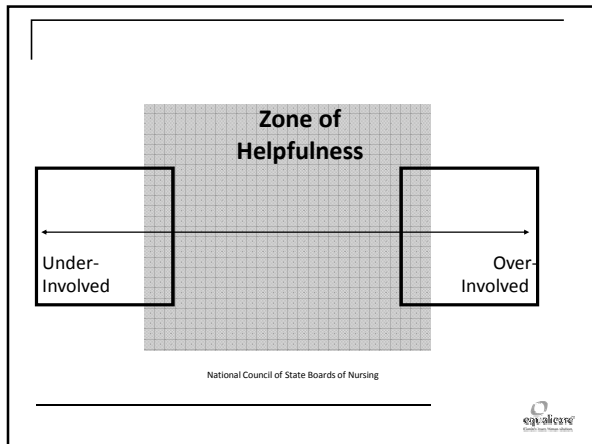
Boundaries and Professionalism



Why Are Boundaries Important?

1. Define the Professional Relationship





- ### Important Boundary Issues
1. Developing friendships
 2. Self-disclosure
 3. Gifts and favors
 4. Dual relationships
 5. Intimate or sexual relationships
 6. Power imbalance
- Equal Care for All

- ### Developing Friendships
1. The goal is to be friendly with patients, but not to become their friend
 2. Friendships are give and take relationships
 3. Professional relationships are about the patient
- Equal Care for All

Self-Disclosure

1. Ask yourself why am I sharing information with this patient?
2. If the information you share is for your benefit you shouldn't disclose it.



Gifts and Favors

1. Gifts can imply expectations of special care
2. Gifts should not be accepted by individuals
3. Each unit should have a policy about gifts



Gifts and Favors

- Professionalism implies that you provide equal care for all patients, regardless of your personal feelings for them.
- What you do for one patient you should be willing to do for all patients.



Dual Relationships

- Your patients are a captive audience and you cannot use this to your advantage in any manner.



“What’s the big deal?”



Intimate or Sexual Relationships

1. No!
2. No!
3. No!



Power Imbalance



Keep In Mind

“In any professional relationship there is an inherent power imbalance. The therapist’s power arises from the client’s trust that the therapist has the expertise to help with his or her problems, and the client’s disclosure of personal information that would not normally be revealed.”

The College of Psychologists of Ontario
“The Bulletin” Volume 25, #1, July 1998



Power Imbalance

- The patient is dependent on us for a life-saving treatment.
- Patient dependent on the professional to explain and find solutions
- Patient does not always have the education or all of the information to understand what is said by the health care team



Power Imbalance

- Not always being able to assess the skills of the professional
- Not having enough information to negotiate with professionals
- Having little or no choice of the professionals with whom they receive care from



Also...

- The fear of risk to the patient's welfare, should there be a dispute with the professional
- Fear of reprisal if the patient does not agree with or question the health care provider



February 8, 2002

ATTENTION ALL PATIENTS

Here at _____ we have an ongoing epidemic called NON-COMPLIANCE. Examples of NON-COMPLIANCE include missed treatment dates (no call, no show), Coming off your treatment early, (Against Medical Advice) and not following your physician orders.

Our mission is to improve the patient's awareness of the long-term consequences of these actions. Our goal is to improve compliance at this facility by following the physicians orders, coming to treatment three times a week and running our full treatment time.

We will be monitoring very closely, those who miss two or more treatments a month. If you are a patient that consistently misses treatment each month, you will be subject to disciplinary action. This could result in a change in shift time or dismissal from the program. The process that will be followed is with a letter discussing our concerns. The letter will be signed, witnessed and placed in your medical record. The second letter will follow when your behavior does not change giving you 60 days to adapt to the requirements. Your time will be changed to our third shift with this letter. This letter will also be signed, witnessed and placed in your medical record. We will then contact the Renal Network regarding our concerns. If the behavior continues after the second letter, the third letter will be given which will state you have 30 days to find another clinic for to dialyze. This will be your official notice of dismissal from the outpatient hemodialysis program.

Please take this memo seriously as we are concerned about your health and well being. We have tried to be accommodating for those who have requested and non-compliance has continued. Please contact the Social Work Department if you have any questions. Thank you for your time and considerations

Sincerely,

Center Director, _____ and the Social Work Department

NOTICE-----PATIENTS
EFFECTIVE FEBRUARY 1, 2001,
NON-COMPLIANCE OF TREATMENT
TIME WILL BE MONITORED

NON-COMPLIANCE OF TREATMENT TIME IS: MISSING TREATMENT THREE TIMES IN ONE MONTH WITHOUT A MEDICAL EXCUSE. STOPPING YOUR TREATMENT EARLY AGAINST MEDICAL ADVICE THREE TIMES IN ONE MONTH. IT CAN ALSO BE A COMBINATION OF MISSING TREATMENT AND STOPPING TREATMENT EARLY THREE TIMES IN ONE MONTH

IT IS OUR PRIMARY GOAL AT -----TO PROVIDE QUALITY CARE FOR OUR PATIENT'S, BUT WE NEED YOUR COOPERATION TO ACCOMPLISH THIS GOAL. OUR MEDICAL TEAM WILL MAKE EVERY EFFORT TO HELP YOU RESOLVE YOUR NONCOMPLIANCE AND WILL MONITOR YOUR PROGRESS. HOWEVER, IF YOUR NON-COMPLIANCE IS NOT RESOLVED WITHIN A 30 - DAY PERIOD YOU RECEIVE NOTIFICATION OF DISCHARGE FROM THE PROGRAM.

WE LOOK FORWARD TO WORKING WITH YOU THE -----RENAL PATIENT. IT IS OUR GOAL TO MAKE THE -----UNIT THE BEST RENAL UNIT AVAILABLE IN ANY AREA. THANK YOU FOR YOUR HELP.

----- RENAL MANAGEMENT

Professionalism & Medical Ethics

- Beneficence
- Non-Maleficence
- Autonomy
- Dignity
- Truthfulness & Honesty



Beneficence

- This is the principle of taking actions that benefit your patient, and that is in their best interest. It is not an absolute principle in that it only applies to your patients, unlike the principle on non-maleficence.



Non-maleficence

- Healthcare providers should not make decisions resulting in patient harm, either through acts of commission or omission.
- Historically, this has been the premier medical principle: "Above all, do no harm."



Autonomy

- The principle of Autonomy recognizes the rights of individuals to self determination. This is rooted in society's respect for individuals' ability to make informed decisions about personal matters.
- Respect for autonomy is the basis for informed consent and advance directives.



Dignity

Respecting the inherent worth and value of each individual.



Truthfulness & Honesty

To deal honestly with patients and colleagues, and report to the appropriate authorities those physicians who practice unethically or incompetently or who engage in fraud or deception.



Why Promote Professional Behavior?

- The Golden Rule
- Creates a Team Environment



Healthcare Professional

A healthcare professional:


The delivery of modern health care depends on an expanding group of highly trained professionals coming together as an interdisciplinary team.



Must Build A Team


“Teamwork is not a virtue...it is a choice, a strategic decision”

Patrick Lencioni




Why Promote Professional Behavior?

- The Golden Rule
- Creates a Team Environment
- Increases Patient Satisfaction
- Patient/Provider Relationship




What Is The Most Critical Aspect Of The Patient/Provider Relationship?

TRUST!




Achieving Trust

1. Is absolutely essential to the patient/provider relationship
2. Takes time!
3. No quick fix techniques
4. Requires sincerity




Building Trust

- You are consistent in your behavior
- You are honest
- You are transparent
- You are open to feedback
- You respect boundaries
- You are ethical
- You are a Professional




Along With Trust Comes...

- Improved communication
- Greater adherence to medical recommendations
- Improved outcomes




Fostering Professionalism

- Leadership and Expectations!
 - Culture of professionalism
 - Staff meetings
 - In-service
 - Peer Modeling
 - Respect Patient Feedback



The Complete Picture Of A Professional...



Thank You

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Or

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