

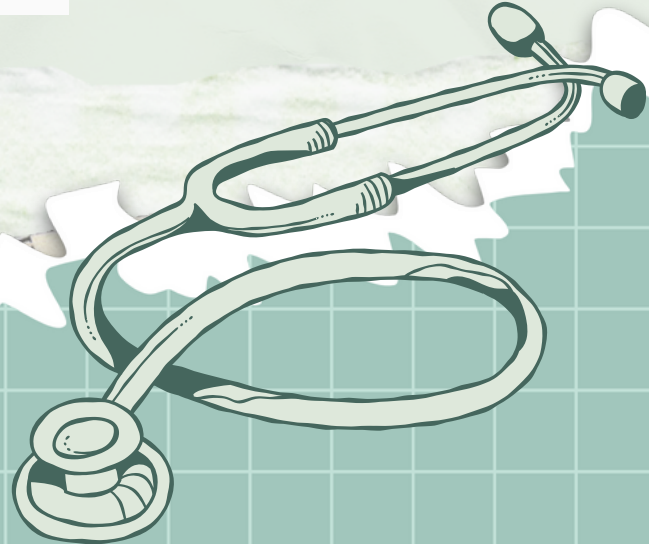


Clinical Skills 1

Title: PROFESSIONALISM

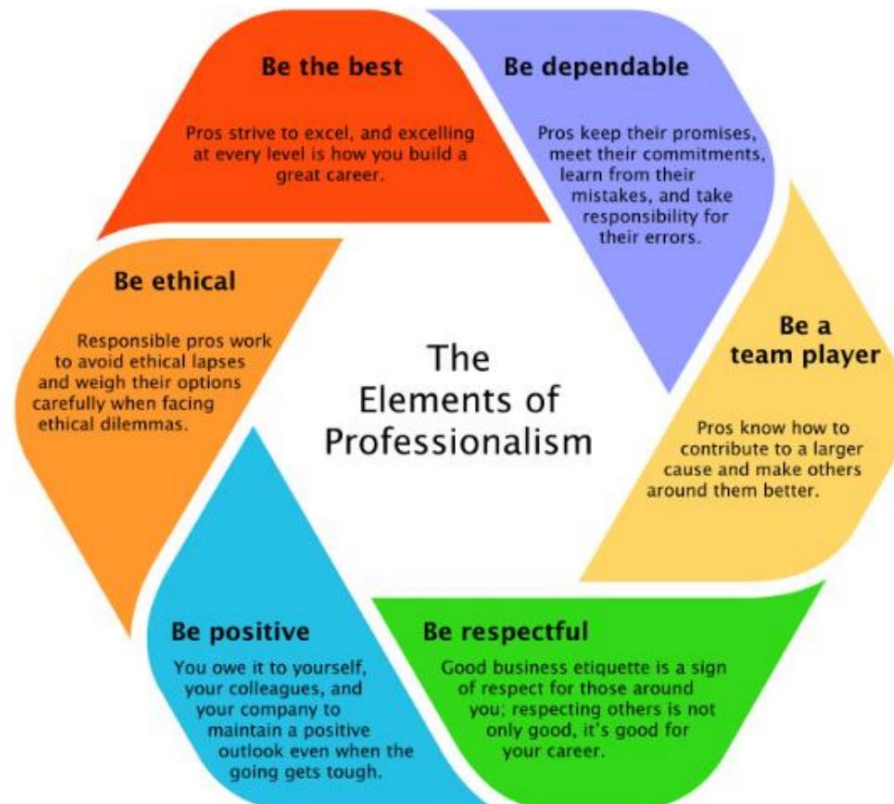
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وَقُلْ رَبِّ زِدْنِي عِلْمًا



PROFESSIONALISM

- ♥ **Professionalism:** A set of values, behaviors, and relationships that underpins the trust the public has in doctors."
- ♥ Professionalism is knowing how to do it, when to do it and doing it.
زي لما نشوف حدا شاطر بشغله بنحكي عنه انه بيعرف شو يشتغل فهاد هو الشخص المحترف او ال **professional**
- ♥ A professional person is someone who can do his best work when he doesn't feel like it.
- ♥ The **elements** of professionalism:
 1. **Expertise** (خبير) – competent in practiced knowledge and skills.
 2. **Standards** – keeps up to date, high standards.
شو يعني **up to date**؟ معناها ان الطبيب يتابع العلم اول بأول و يعمل **update** للمعلومات الطبية اللي يمتلكها
 3. **Respectability** – personal appearance and dress, manner with others.
هاي معانها المظهر و السلوك المحترم يعني الدكتور ال **professional** لازم يكون لابس اللبس الرسمي و شكله مرتب و يليق بالمهنة و تعامله مع الاشخاص حوله محترم
 4. **Responsibility**(المسؤولية) **and reliability**(الاعتمادية) – time keeping, completes work tasks.
يعني الطبيب لازم يكون شخص مسؤول و يقوم بواجبه على اكمل وجه من غير تقصير
 5. **Probity** – good, honest, upright.
 6. **Conduct** – good and open behavior.
 7. **Respect** – for patients (courteous & maintains patient dignity), keeps the law and maintains patient confidentiality and privacy.



♥ Areas of professionalism:

- How to approach the patient.
- Being patient centered.
- Professionalism in dress and manner.
- Developing empathy and care for patients.

ال **empathy** هي التعاطف مع المرضى و لازم نميزها عن ال **sympathy** و اللي هي الشفقة
الطبيب الجيد هو الطبيب الذي يظهر التعاطف مع المرضى و ليس الشفقة

- Offering chaperones in examinations and making the patient feel at ease.
- How to be professional asking patients questions in sensitive areas and need to maintain patient confidentiality.
ال **sensitive areas** هي الامور اللي ممكن يكون فيها احراج زي مثلا لما بدنا نسأل مريض مسلم اذا يشرب كحول
- Working in teams – teamwork e.g. BLS / ALS.
- Following ethical and moral principles of medicine and the law.

♥ Medical Ethics

- Patient **Autonomy** (patient choice).

استقلالية المريض و تعني ان المريض يقرر بشأن حالته الصحية و مش احنا اللي نقرر عنه زي مثلا خطة العلاج، احنا المفروض نخبر المريض
بالتفاصيل اللازمة و نتركه يقرر

- Patient **Confidentiality** (protecting patient's information) and **Consent** (informed choice to choose).

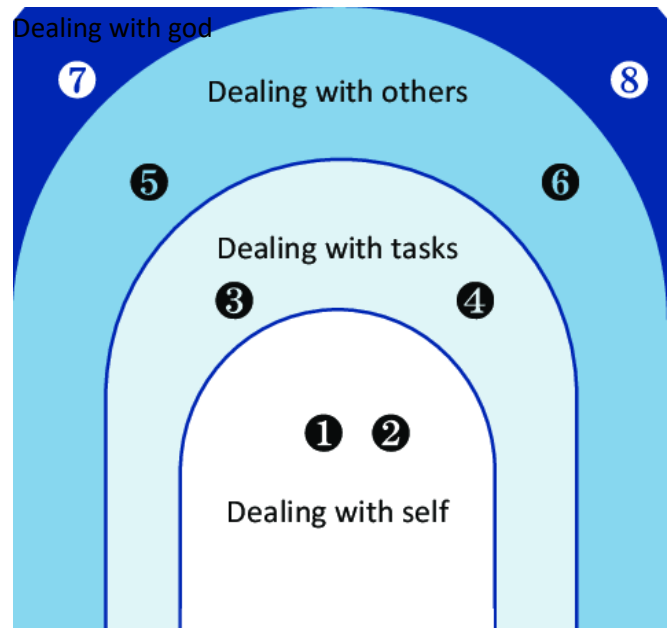
شو يعني **confidentiality**؟ معناها ان المعلومات اللي يعطيك اياها المريض يجب ان تكون محفوظة و يتم التعامل معها بسرية تامة و
ما نعطيهم لأي حدا الا للضرورة الطبية

- **Beneficence** (do good).
- **Non-maleficence** (do no harm).
- **Justice** (do the best for all - fairness)

♥ Four gates model:

1. **Self-awareness**, recognize own potentials and limitations.
2. **Self-management**; balance between personal and professional roles.
3. **Excellence and commitment** to professional development.
4. **Reflective practice**.
معناها انه نتعلم من خبراتنا و تجاربنا بشكل مستمر
5. **Respect** for patients, colleagues, and students.
6. Keep professional **confidentiality**.
7. **Self-accountability** for own behaviors (taqwa).
8. **Self-motivation**: expect reward from God, not people (ehtesab).

يعني نحاسب الاجر عند الله سبحانه و تعالى



♥ Hippocratic oath:

I swear by God I will use treatment to help the sick according to my ability and judgment, but never with a view to injury and wrong-doing (**DO NO HARM**).

Neither will I administer a poison to anybody when asked to do so, nor will I suggest such a course.

Similarly, I will not give to a woman a pessary to cause abortion. But I will keep pure and holy both my life and my art (**LIFE IS SACRED**).

Into whatsoever houses I enter, I will enter to help the sick (**DO GOOD**), and I will abstain from all intentional wrong-doing and harm, especially from abusing the bodies of man or woman, bond or free.

And whatsoever I shall see or hear in the course of my profession, as well as outside my profession in my discussion with men, if it be what should not be published abroad, I will never divulge, holding such things to be holy secrets (**MAINTAIN PATIENT CONFIDENTIALITY**).

♥ How do we show care (empathy)?

- Attentive listening.

و هاد الاشئ يكون بعدم مقاطعة المريض اثناء تحدثه و بظهر الة الاهتمام

- Exploring patient's thoughts and feelings.

لهيك لازم نسأل المريض عن ال perspective و برضو لازم ننتبه لتعابير وجهه

- Picking up cues – verbal or non-verbal.
- Use of our language – using empathetic statements.
- Recognizing something is difficult (if a patient is upset or angry) and seeing it from the patient's perspective.
- Physical touch where culturally appropriate.

♥ Why show care (empathy) to patients?

- Builds the doctor-patient relationship (Spiro 1992)
- Increased patient satisfaction of the consultation (Wasserman 1984)
- Disclosure of more relevant information by the patient (Wissow 1994)
لما نظهر التعاطف مع المريض بهاي الطريقة احنا نحفزوه انه يحكي اكثر و نعرف منه اكثر عن حالته
- Part of being human.
- Can be a learnt skill not a personality trait (Poole and Sanson-Fisher 1979)

♥ How can we be patient-centered?

شو يعني patient-centered ؟ معناها انه مركز الاهتمام هو المريض و احتياجاته و انه نعطي المريض مساحة لاتخاذ القرار



In our clinical settings – seating arrangements, no interruptions...



In our communication and consultation style being patient-centred



In our examinations e.g. informed consent and a chaperone offered



Continuing to work for our patient e.g. completing tasks and not giving up

♥ Why be patient-centered?

- Improved patient satisfaction of the consultation (Korsch 1968, Francis 1969)
- Higher doctor patient-centered behavior leads to higher levels of patient compliance with treatment (Stewart 1984)

Compliance معناها الالتزام، فاحنا لما نعمل ال **patient-centered consultation** المريض يلتزم بشكل اكبر بالعلاج لأنه واثق فيك كطبيب

- Study showed greater reduction in blood pressure if the doctor allowed the patient to express their concerns without interruption (Orth et al 1987)
- If doctor missed patients' emotional cues tended to have longer consultations than those who did respond (Levinson 2000)
- Doctor understanding improved if asking patient what they thought was causing the illness (9% enabling doctor to make a diagnosis)

♥ How does the setup of a consultation room make for a more patient-centered approach?

خلينا نجواب هاد السؤال الموجود بالاسلايدات
اولا من ناحية الخصوصية... اذا كانت العيادة مليانة ناس و عنصر الخصوصية مش موجود، فهاد الاشئ رح يحسس المريض بعدم راحة برضو رح يحس انه الدكتور منشغل بمرضى غيره مش معطيه كامل اهتمامه، لهيك المريض ممكن يتردد بانه يحكي كل شي بباله خصوصا المواضيع الحساسة
من ناحية ترتيب العيادة، يفضل انه المريض و الطبيب يكونوا في قريبين من بعض بالمسافة، يعني مثلا ما يكون في بينهم مكتب كبير او انه الطبيب يجلس بعيد عن المريض، فهاي الامور كلها تعتبر حواجز بين المريض و الطبيب

♥ Reverse Brainstorm: What are the traits and behaviours of an unprofessional doctor?

- Rude and impolite
- Poor communication and consultation skills
- Doesn't care about the patient (not patient-centered)
- Doesn't wash his / her hands
- Doesn't have the knowledge and skills to carry out his job
- Doesn't examine the patient
- Unethical in his / her conduct
- Breaks the law