

# Professionalism in Health Care

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# PROFESSIONALISM

- Placing the interests of others ahead of one's personal interests
- First step to being a professional – decide you are one



# ELEMENTS OF PROFESSIONALISM IN HEALTH CARE

- Altruism
- Excellence
- Humanism
- Duty
- Accountability
- Honesty/Integrity
- Respect for Others



# HOW IS PROFESSIONALISM JUDGED?

- Competence
- Communication
- Appearance
- Demeanor



# SOME DON'TS OF PROFESSIONALS

- Overstepping boundaries
- Involvement in others' affairs
- Gossip
- Personal activities at work
- Breaching confidentiality
- Bringing emotional baggage to work
- Criticizing superiors
- Inappropriate language

# ELEMENTS OF A PROFESSION

- Formal education
- Control over educational standards
- Self-regulation/disciplinary standards
- Scholarly journal
- Relatively high social status
- Protection from state regulation/market pressures

KR Sethuraman

Regional Health Forum (2006) 10

# ELEMENTS OF PROFESSIONALISM IN SCIENCE

- Intellectual Honesty
- Excellence in Thinking and Doing
- Collegiality and Openness
- Autonomy and Responsibility
- Self Regulation

S. Korenman  
Univ of California 2006

# CHALLENGES TO MEDICINE'S PROFESSIONAL STATURE

- Rising healthcare costs
- Lack of overarching health coverage
- Large geographic variations in health care
- Need for evidence-based health care
- Time constraints on healthcare providers
- Safety of health care
- Conflicts of interest



# PHYSICIAN'S CHARTER RESPONSIBILITIES (ABIMf, ACP/ASIMf, EFIM)

- Competence
- Confidentiality
- Quality of Care
- Just Distribution Resources
- Manage CoI
- Honesty
- Appropriate Relations
- Access to Care
- Scientific Knowledge
- Professional Responsibilities

# VISION

“Good business leaders create a vision, articulate the vision, passionately own the vision and relentlessly drive it to completion.”

Jack Welch  
Former Chair and CEO  
General Electric Co.

# VISION

People buy into the leader before they buy into the vision.

John Maxwell

# INNER HABITS, QUALITIES AND TRAITS OF TRUE LEADERS

- Enthusiasm
- Integrity
- Self-confidence and self-reliance
- Persistence and determination in challenging situations
- Positive mental attitude
- Willingness to change and consider new opportunities
- Creativity in searching for new solutions
- Personal charisma
- Empathy towards others
- Faithfulness and fairness

## 9 RULES OF A TEAM LEADER

1. Provide purpose
2. Build a star team, not a team of stars
3. Establish shared ownership for the results
4. Develop team members to fullest potential
5. Make the work interesting and engaging
6. Develop a self-managing team
7. Motivate and inspire team members
8. Lead and facilitate constructive communication
9. Monitor, but don't micromanage

# FAILURE IN LEADERSHIP

## 12 MAJOR CAUSES

1. Inability to organize detail
2. Unwillingness to do what they would ask another to do
3. Expectation of pay for what they know instead of what they do
4. Fear of competition from others
5. Lack of creative thinking in setting goals and creating plans
6. The “I” syndrome
7. Over-indulgence, destroying endurance and vitality
8. Disloyalty to colleagues
9. Leading by instilling fear instead of encouraging
10. Emphasis of title instead of knowledge and expertise
11. Failure to face the negative reality
12. Being ultra-positive

Adapted from *Motivate to Win*, Richard Denny

The Leader is best,  
When people are hardly aware of his existence,  
Not so good when people praise his government,  
Less good when people stand in fear,  
Worst, when people are contemptuous.  
Fail to honor people, and they will fail to honor you.  
But of a good leader, who speaks little  
When his work is done, his aim fulfilled,  
The people say, 'We did it ourselves.'

Lao Tzu

~500 BC

