

Professional Conduct

Course

Health Science

Unit XI

Occupationally

Specific

Knowledge and

Skills

**Essential
Question**

How should
health care
professionals
behave?

TEKS

130.204 (c)

8B

**Prior Student
Learning**

Mobile Manners
lesson plan

Estimated time

1-4 hours

Rationale

In the health care work place, personal traits like character, values, morals, ethics, integrity, and trustworthiness are vital.

Objectives

Upon completion of this lesson, the student will be able to:

- identify character traits
- explain the importance of professionalism in the workplace
- analyze professional conduct
- develop personal strategies for professional conduct

Engage

Suzy has been working as a nursing assistant for 6 months. Today is her first job performance review with her supervisor. Suzy is feeling nervous as she walks into Mrs. Smith's office. Jot down a quick list of what you would want to know about an employee's job performance?

Key Points

- I. No matter where you work, employers expect certain skills and abilities. Having these skills will provide you with a strong foundation for finding and keeping employment and advancing on the job. Today's employers are looking for an employee who possesses the entire package.
 - A. Basic Skills such as reading, writing, speaking, listening, and knowing arithmetic and mathematical concepts are essential in many areas of medicine; willingness to improve these skills is vital for advancement
 - B. Thinking Skills such as reasoning, making decisions, solving problems, thinking creatively, and knowing how to learn
 - C. Personal Qualities such as integrity, responsibility, flexibility, honesty, reliability, commitment to quality and excellence
 - D. Interpersonal Skills such as negotiating, leadership, participating as a team member, serving patients, teaching others new skills, and working with diverse populations
 - E. Information Skills of obtaining and evaluating data, organizing and maintaining files, interpreting and communicating information, using computers to process information

- II. As a health science student here are some qualities that you must develop in order to become the health care professional of tomorrow.
- A. Attendance: Your employer hired you to do a job. When you are not present your job suffers. Other employees must pick up the slack or things may stack up and get behind. In the health care field many days your lack of attendance could cause people/patients to suffer. Employers understand that sickness and family emergency's happen, however they should be kept to a minimum or your job could be at risk.
 - B. Professionalism: Many personal and professional characteristics and attitudes are required in health occupations. As a health care worker, you should make every effort to develop the following characteristics and attitudes and incorporate them into your personality.
 - 1. Professional Appearance- It is important to learn the rules or standards of dress and personal appearance that have been established by your employer.
 - a. Uniform: clean, well-fitting, neat and free from wrinkles
 - b. Clothing: clean, neat, in good repair, and appropriate to the business setting
 - c. Name Badge: usually a requirement
 - d. Shoes closed toe which offer good support to prevent fatigue, with socks/stockings
 - e. Makeup: excessive makeup should be avoided
 - f. Personal Hygiene: since you work in close contact with others, body odor must be controlled; a daily bath or shower, use of deodorant or antiperspirant as well as clean laundry all help to prevent body odor; avoid strong odors such as perfume, lotions, etc.
 - g. Nails: short, clean and natural; if nails are long and/or pointed, they can injure patients or puncture gloves; can transmit germs
 - h. Hair: clean and neat; avoid fancy or extreme hairstyles; if the job requires close contact with patients, long hair must be pulled back
 - i. Jewelry: not usually permitted as it can cause injury to the patient and transmit germs; exceptions may include a watch, wedding ring, and small, pierced earrings; other body piercings are usually not allowed
 - j. Tattoos must be covered by uniform

2. Professionalism – Personal Characteristics

- a. Empathy: being able to identify with and understand another person's feelings, situation, and motives
- b. Honesty: truthfulness and integrity are important in any career field; people must be able to trust you; you must be willing to admit mistakes so they can be corrected
- c. Dependability: prompt in reporting to work, maintain good attendance, perform assigned tasks on time and accurately
- d. Willingness to learn: be prepared for lifelong learning to maintain a competent level or knowledge and skills
- e. Acceptance of criticism: some criticism will be constructive and allow you to improve your work; learn from constructive feedback
- f. Enthusiasm: enjoy your work and display a positive attitude
- g. Self-motivation: the ability to begin or follow through with a task; determine what needs to be done and do it without constant direction
- h. Tact: having the ability to say or do the kindest or most fitting thing in a difficult situation; implied as consideration for the feelings of others
- i. Competence: you are qualified and capable of performing a task; follow instructions, use approved procedures, and strive for accuracy; know your limits
- j. Responsibility: being willing to be held accountable for your actions; doing what you are supposed to do
- k. Discretion: always use good judgment in what you say and do: Ex: patient confidentiality
- l. Team Player: learn to work well with others; a team can accomplish goals much faster than an individual

3. Professional attitudes towards co-workers -- Sexual Harassment

- a. Unwanted communication or act of a sexual nature
- b. It has no place in the work place
- c. Can lead to serious professional and legal consequences

d. Always respect others!

4. Understanding & Respecting Diversity

- a. Diversity can mean differences in age, gender, race, ethnicity, physical ability, religious beliefs, values, goals, or personality
- b. To understand diversity, you should have open communication with people who are different from you
- c. To respect does not mean that you have to agree with the lifestyles and beliefs of others; it means that you accept the idea that others have the right to be different from you!
- d. Ideas that can help you understand and respect diversity:
 - i. Increase your awareness of diversity – be aware that not everyone is the same
 - ii. Increase your awareness of your own feelings -- everyone has biases; people tend to stereotype others and this can lead to discrimination; examine your own biases – where did they come from and are they realistic?
 - iii. Look at individuals – break down group stereotypes
 - iv. Value differences -- people who are different from you also have unique contributions to make
 - v. In health care, it is especially important that you provide quality services to people who are different from you and that services are provided in a respectful manner.
 - vi. You will also need to learn to work well with colleagues who are different from you.

5. Time and Stress Management

- a. The health care work environment is exceptionally busy and challenging
- b. The ability to manage stress and time can increase job satisfaction and enhance physical and emotional well-being
- c. Time Management Tips
 - i. Make a list of things you need to do
 - ii. Put them in chronological order
 - iii. Prioritize tasks according to their

- importance
- iv. Group tasks that fit together in terms of location or similarity of activity
- v. Allow time for the unexpected
- vi. Start immediately on the highest-priority task to avoid playing catch-up later
- d. Stress Management Tips
 - i. Balance work with enjoyable non-work activities
 - ii. Schedule “play” time as a routine part of your activities, not as an “add-on”
 - iii. Schedule time for regular exercise
 - iv. Eat nutritious meals and avoid junk food
 - v. Take time for relaxation

Activity

- I. Complete the “What if Scenarios” and discuss
- II. Complete the “Attendance” activity and discuss
- III. Invite a “Human Relation” Supervisor to speak to the class
- IV. Produce a multimedia presentation demonstrating “Positive Professional Behavior” versus “Negative Professional Behavior”

Assessment

Professionalism Quiz

Materials

What if Scenarios

Attendance Worksheet

Invite a “Human Relation” Supervisor to speak to class

Professionalism Quiz Key

Cameras and computers for students to produce a multimedia presentation demonstrating “Positive Professional Behavior” versus “Negative Professional Behavior”

Accommodations for Learning Differences

For reinforcement, the student will outline the professional traits of a character in a movie, book or television program.

For enrichment, the student will research newspaper/journal articles documenting a breach in professionalism and report their findings.

National and State Education Standards

National Health Science Cluster Standards

Healthcare professionals will understand the roles and responsibilities of individual members as part of the healthcare team, including their ability to promote the delivery of quality healthcare. They will interact effectively and sensitively with all members of the healthcare team.

8.1 Healthcare Teams

8.11 Understand roles and responsibilities of team members.

TEKS

130.204 (8)(B) model industry expectations of professional conduct such as attendance, punctuality, personal appearance, hygiene, and time management;

Texas College and Career Readiness Standards

English-Listening:

B.1 Listen critically and respond appropriately to presentations

B.2 Listen actively and effectively in a one-on-one communication

“What If?” Scenarios

What would you do in the following situations?

1. You witness a co-worker taking money from the petty cash box in your department. She says she needs to borrow the money to get her car fixed, and she'll pay it back when she gets her next paycheck. She reminds you that she did you a big favor when you first started your job and asks that you not report her to the supervisor.
2. You need to have your time card signed by the end of the day. You know your supervisor would sign it, but she's tied up in a meeting and your shift ends in 10 minutes.
3. You have one more paper to turn in for a course that is required for your job. You kept the weekend open to write it, but an old friend calls and says he'll be in town for the weekend and would like to spend some time with you. You know there won't be enough time both to write the paper and to visit with your friend. You just happen to have a copy of a paper that someone else wrote for the same course two years ago that earned a grade of "B." A new instructor who would never know you didn't write the paper yourself is teaching the course.
4. Your supervisor asked you to attend a meeting in her place, but you forgot to go. You know she'll be upset with you because she needs the information that was distributed. Someone else you know did go to the meeting and has agreed to give you copies of the materials. When you hand the information to your supervisor, she asks, "So what did you think of the meeting?"

5. A patient on your unit gets discharged. While cleaning the room for the next patient, you find an expensive watch in the drawer in the bedside table. It's a woman's watch and the former patient was a man.

6. When you open your paycheck, you realize you got paid for a day that you didn't work.

7. You'd like to call your sister in Maine, but can't afford the long-distance phone charge. The phone in the break room has long-distance access, and other workers have used it for personal calls without being questioned.

8. As a research assistant, your salary and the project you're involved in are funded by a federal grant. If the results of the research are positive, the grant and your job will get renewed for another year. The director of the research project asks you to help him change some of the data to indicate better results.

9. When it's time for your annual competency evaluation, your supervisor announces that you and your coworkers will be checking each other off. Your coworkers get together and decide just to give each other a satisfactory evaluation without actually checking each person's competency level.

Attendance Worksheet

Below are reasons why people miss work. Are they GOOD, OK, or POOR reasons?
Label answer next to the reason to show what you think?

Label Good -- Good Reason

Label OK -- OK if not done too often

Label Poor -- Poor Reason

- _____ I'm sick in bed with the flu.
- _____ My dad wants me to help him today.
- _____ My parents said I can stay home.
- _____ I have a cold.
- _____ I missed my bus.
- _____ My mom wants me to babysit.
- _____ I have a lot of homework.
- _____ I stayed over at my friends last night.
- _____ There was a death in the family; I have to go to the funeral.
- _____ I just don't feel good.
- _____ My brother came home last night; I haven't seen him in a year; he's leaving tomorrow.
- _____ I have no way to get to work.
- _____ A guy I really like asked me out tonight.
- _____ I have a big game on Friday; the coach said I have to practice.
- _____ My parents decided to go out of town today.
- _____ I was up late last night; I'm too tired to go to work.
- _____ The bus passed me by at the bus stop.
- _____ My friend and I had a fight last night.
- _____ I didn't call in because we don't have a phone.
- _____ My son is sick and I have to take care of him.
- _____ I have a doctor's appointment.
- _____ My car needs a major tune up.
- _____ My daughter is in a play at school.
- _____ I want to go skiing.
- _____ The Cable Company is coming to install cable.
- _____ I have to go to Parent-Teacher conference for at my son's school.

Was it more difficult to determine the validity of some these reasons? Why was it harder to see them as valid?

Which reasons would you ALWAYS allow the employee time off for? Why?

Which reasons would you NEVER accept for an employee to take time off? Why?

Professional Conduct Quiz

1. List three reasons for why fingernails must be kept short and clean.
 - a.
 - b.
 - c.
2. List three ways to control body odor.
 - a.
 - b.
 - c.
3. What jewelry can be worn with a uniform?
4. Why should excessive jewelry be avoided?
5. Identify three basic requirements for the appearance of uniforms.
 - a.
 - b.
 - c.
6. Summarize what diversity in the work place may look like.
7. Why is empathy an important personal characteristic for health care professionals?
8. List 4 of the 6 “Time Management Tips” that professionals commonly use.
 - a.
 - b.
 - c.
 - d.
9. Define “Sexual Harassment”.
10. Give two reason’s when calling into work is acceptable if not abused.

Professional Conduct Quiz Key

1. List three reasons for why the nails must be kept short and clean.
 - a. If nails are long and/or pointed, they can injure patients.
 - b. They can puncture or tear gloves.
 - c. They can transmit germs.

2. List three ways to control body odor.
 - a. a daily bath or shower
 - b. use of deodorant or antiperspirant
 - c. clean laundry

3. What jewelry can be worn with a uniform?

Jewelry is not usually permitted as it can cause injury to the patient and transmit germs. Exceptions may include a watch, wedding ring, and small, pierced earrings. Other body piercings are usually not allowed.

4. Why should excessive jewelry be avoided?

Jewelry is not usually permitted as it can cause injury to the patient and transmit germs. Exceptions may include a watch, wedding ring, and small, pierced earrings. Other body piercings are usually not allowed.

5. Identify three basic requirements for the appearance of uniforms.
 - a. clean
 - b. well fitting
 - c. neat and wrinkle free

6. Summarize what diversity in the work place may look like.

Diversity can mean differences in age, gender, race, ethnicity, physical ability, religious beliefs, values, goals, or personality. It also means that you accept the idea that others have the right to be different from you!

7. Why is empathy an important personal characteristic for health care professionals?

Empathy means being able to identify with and understand another person's feelings, situation, and motives. It is important that you understand what your patient is going through.

8. List 4 of the 7 "Time Management Tips" that professionals commonly use.

(Possible answers)

 - a. Make a list of things you need to do.
 - b. Put them in chronological order.
 - c. Prioritize tasks according to their importance.
 - d. Group tasks that fit together in terms of location or similarity of activity.
 - e. Allow time for the unexpected.
 - f. Start immediately on the highest-priority task to avoid playing catch-up later.

9. Define "Sexual Harassment"-

Unwanted communication or act of a sexual nature.

10. Give two reason's when calling into work is acceptable if not abused.

Answers will vary