

# Professionalism in Pharmacy

Lecture

To P-3 Students

Prior to Start of APPE's

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## Outline

- Definitions and ideas
- Professionalism in different aspects of pharmacy
  - Rotations
  - Medical teams and healthcare providers
  - Patients
  - Peers
  - Community
  - As a pharmacist

When do you become a professional?

- *I promise to devote myself to a lifetime of service to others through the profession of pharmacy.*
- *I will consider the welfare of humanity and relief of suffering my primary concerns.*
- *I will apply my knowledge, experience, and skills to the best of my ability to assure optimal outcomes for my patients.*
- *I will respect and protect all personal and health information entrusted to me.*

- *I will accept the lifelong obligation to improve my professional knowledge and competence.*
- *I will hold myself and my colleagues to the highest principles of our profession's moral, ethical and legal conduct.*
- *I will embrace and advocate changes that improve patient care.*
- *I will utilize my knowledge, skills, experiences, and values to prepare the next generation of pharmacists.*

- **I take these vows voluntarily with the full realization of the responsibility with which I am entrusted by the public**

# What is Professionalism?

Profession vs “job”

What are some traits of professionalism?

## Professionalism

- Altruism
- Honesty and integrity
- Respect for others
- Professional presence
- Professional stewardship
- Dedication and commitment to excellence

Tenets of Professionalism for Pharmacy Students. ACCP White Paper.  
Pharmacotherapy 2009;29(6):757–759)

**Creativity** **Innovative Skills**  
**Pride** **Honest** **Integrity**  
**Commitment** **Leadership**  
**Ethical** **Knowledge** **Service**

APhA-ASP-AACP Council of Deans Task Force on Professionalism. White paper on pharmacy student professionalism. *J Am Pharm Assoc.* 2000;40(1):96-102.

## Attitudes & Behaviors that *Detract* from Professionalism

What are they?

## Attitudes & Behaviors that Detract from Professionalism

- Complaining
- Negative attitude
- Non-team player
- Uncaring
- Indifferent
- Self-centered, selfish
- Obnoxious
- Know-it-all
- Disrespectful
- Inappropriate dress

Hammer DP. Professional attitudes and behaviors: "The A's and B's" of professionalism. *Am J Pharm Educ.* 2000;64:455-64.

How do you feel about starting your rotations?

What are some things you will do to show your professionalism on your rotations

## Why Is Professionalism Important?

- Impression of you
- Impression of the profession
- Credibility
- Improved relationships
  - Healthcare team
  - Patients
- Career security...

## Employers Care about Professionalism

1. Knowledge and skills
  - Desire to learn
2. Dependability
3. Punctuality

From: <http://www.closingamericasjobgap.com/>

## Professionalism: On Your Rotations

### ■ Dress Professionally

- First impression → visual
- Business casual
- White coat (wrinkle-free!)
  - What rotation would you NOT wear a white coat?
- ID card
- Groomed fingernails
  - no fake nails allowed at medical center

## Professionalism: On Your Rotations

### ■ Be familiar with the dress code policy

- Inappropriate “skin” showing
- What’s too short? What’s too tight?
- Strong perfumes, lotions, cologne
- Open toed shoes vs closed toed shoes

## Professionalism: On Your Rotations

### ■ Attitudes & Behaviors

- Positive attitude
- Respectful
- Rule of thumb:
  - Address all medical professionals (attending, preceptors, etc) and patients, by their title
    - Dr....
    - Mr., Mrs., Miss,. Ms.
  - Use title unless told otherwise
    - Everyone “doctor”
    - Even if okay to use first name, use Dr. \_\_\_\_\_ in front of patients

## Professionalism: On Your Rotations

### ■ Prepare in advance

- Know rotation topic
  - Review therapeutics, pharmacology, texts, etc,

### ■ Pharmacist representative

- Often solo on team rounds
- No guessing in patient care

## Professionalism: On Your Rotations

- “Be” the Pharmacist
  - Maintain this mindset
  - Have a sense of ownership
    - Benefit of having someone oversee your work
    - 1 year from now, you ARE the pharmacist
  - You don’ t know everything (never will!)
  - Learn from your preceptors (model)

## Professionalism: On Your Rotations

- Punctual
- Be a good listener (active listening)
- Take responsibility for your work & actions
  - accountability
- Take initiative
- Be the professional learner
  - Continuous process
  - If something comes up during the day, write down (small notebook, 3X 5 card), and be sure to look it up and learn the info

## Pearls for your Rotations

### ■ “Peripheral Brain”

- Pocket notebook of clinical practice guidelines
  - Pharmacokinetic drug dosing and monitoring
  - Code blue medication calculations and dosing
  - Antibiotic renal dosing guidelines
  - Antituberculosis drug dosing (normal and renal impairment)
  - Electrolyte and fluid replacement
  - Warfarin dosing guidelines
  - Warfarin drug interactions
  - Formulary lists
  - Opioid conversion
  - Insulin adjustments
  - Etc

## Pearls for your Rotations

### ■ Useful Drug Information Resources

- Pocket References (others refer to DI course)
  - Drug Information Handbook (Charles Lacy)
  - Specialties (geriatrics, pediatrics, etc)
- PDA/phone versions



## Professionalism: With Medical Teams or Other Healthcare Providers

- Keep the goal in mind...patient care & optimal therapeutic outcomes
- Never let ego get in the way of providing patient care
- Keep “perspective” in mind
  - Preceptors, attendings, residents, med students, nurses, etc.

## Professionalism: With Medical Teams or Other Healthcare Providers

- Be respectful
- “Pre-Round”
  - Know your patient’s issues
  - Know their labs, vitals, meds, etc
- Be resourceful
  - If don’t know, look it up, and get RIGHT BACK to them
  - Have a sense of “ownership” for your team and patients

## Professionalism: With Medical Teams or Other Healthcare Providers

- You are the drug expert
  - Be certain of your answers
  - Team player
  - Proactively identify medication-related ways you can contribute
    - Pharmacokinetics
    - ADRs
    - Drug monitoring (efficacy and toxicity)
    - Renal and hepatic impairment dosing
    - Interview patients on meds taken before hospitalization
      - Example: unusual bruising/bleeding → arthritis patient

## Professionalism: With Your Patients

- Respect
- Active listening
- Compassion
- Remembering patient's perspective
- Concern for privacy
- Understanding
- Empathy
- Helpful
- Do not provide misinformation

Masters KP. A resident's perspective on professionalism in pharmacy. *Am J Health-Syst Pharm.* 2005;62:142-3.

## Professionalism: With Your Peers

- Be supportive
- Help problem solve
  - Bounce ideas off of each other
- Share experiences

## Professionalism: With the Community

- Community service
  - Volunteering (serving and helping others)
    - Free Clinic Attending
  - Brown bags: churches, civics groups
  - Health Education events
    - BP and DM screenings, influenza vaccines, etc
  - Help local health care organizations
- “Be” the pharmacist

# Professionalism: As a Pharmacist

## ■ GET INVOLVED

### – Local

- SDCPhA
- SDSHP
- Others

### – State

- CPhA
- CSHP
- Others

### – National

- APhA
- ASHP
- ACCP
- others

## Final Thoughts

- Professionalism is an ongoing process
- It matters

## Organizational Perspectives

- APhA-ASP
  - Professionalism Toolkit for Students and Faculty
  - <http://www.pharmacist.com/Content/NavigationMenu2/LeadershipProfessionalism/ProfessionalDevelopment/default.htm>
- ASHP
  - Statement on Professionalism
  - American Society of Health-System Pharmacists. ASHP statement on professionalism. *Am J Health-Syst Pharm.* 2008; 65:172–4.
- ASCP
  - Quality Standards and Practice Principles for Senior Care Pharmacists
  - Standard #9: Professionalism
  - <https://www.ascp.com/articles/quality-standards-and-practice-principles-senior-care-pharmacists>
- ACCP
  - Tenets of Professionalism for Pharmacy Students
  - *Pharmacotherapy* 2009;29(6):757–759

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