Professionalism in Pharmacy
Lecture
To P-3 Students
Prior to Start of APPE’s
As Presented by Dr. Sarah McBane 2012
Adapted from materials developed by Dr. Candis Morello and Dr. Rabia Atayee

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

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


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**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  \(\rightarrow\) 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 (attendings, 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.

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

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
- ASHP
  - Statement on Professionalism
- ASCP
  - Quality Standards and Practice Principles for Senior Care Pharmacists
  - Standard #9: Professionalism
- ACCP
  - Tenets of Professionalism for Pharmacy Students
  - Pharmacotherapy 2009;29(6):757–759

References