Role and responsibilities

Ethics & patient - centred care

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ROLE CLARIFICATION

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OUTLINE

Introduction
Why Focus on role clarification?
Role clarification – Sport’s team as an example
Role clarification – Health care professionals
Benefits of role clarification
Presentation of each profession’s role
INTRODUCTION:

Interprofessional collaboration requires communication between professionals, common goal setting, problem solving skills, and a **clear understanding of each member’s role on the team.**
WHY FOCUS ON ROLE CLARIFICATION?

Role clarification among healthcare professionals is important as the roles of the professions can overlap and possibly cause conflict.
WHY FOCUS ON ROLE CLARIFICATION?

Clarifying each member’s role reduces intra-team conflict, decreases role ambiguity, dissolves professional boundaries, and builds trusting relationships.
Factors Affecting Role Clarification

Professional’s role depends on some inter-related variables:

- Scopes of practice that are constantly evolving.
- The context in which they practice (acute vs community site).
- The unique competencies for each healthcare professional.
Teams must understand each member’s roles and responsibilities in order to work together effectively.
In a sports team, specific roles are assigned to each player based on their individual strengths. Each player makes a unique contribution towards their common goal.
ROLE CLARIFICATION - SPORTS TEAM

Please watch the video and answer questions.

• What would it look like if everyone played the same role?

• How are sports teams and healthcare teams similar?

• What does this video tell you about the different roles on a healthcare team?
Role Clarification - Healthcare Team

Healthcare professionals should understand their own role and the unique role of each member in the healthcare team, and his/her input to patient care.

Thus, continuity of care will be ensured and duplication of efforts will be prevented.
Role Clarification

Results in

Good team function

improved team performance

Better patient outcomes

Professionals complete each other
Let’s start with you

Please introduce your profession role
FACULTY OF PHARMACY
Pharmacist: A Drug Therapy Expert
Pharmacist

1. Processing Prescriptions
2. Providing drug Information
3. Counselling And Education
4. Care
5. Pharmaceutical
The Pharmaceutical Care Process

- Collecting Information
- Assessing
- Planning
- Monitoring
- Reassessing
- Counselling
Conclusion

• The pharmacist optimizes a patient’s therapy plan.
FACULTY OF MEDICINE
Role of The Physician

• Take thorough history from the patient,

• Examine the patient thoroughly,

• Identify, evaluate and prioritize the different health problems the patient may have,

• Put a plausible differential diagnosis,
Role of The Physician

• Ask for some laboratory and radiological investigations and interpret them in the context of the patient’s health condition.

• Prescribe medications, and detect possible medication overdose or non-compliance.

• Assure, counsel, and educate patients.

• Work with other healthcare professionals to develop a safe and optimum short- and long-term management plan for the patient.
FACULTY OF DENTISTRY
The Dentist Role

• Take proper personal, medical and dental history of the patient and continuously update them.

• Examine the patient’s oro-dental condition especially his/her chief complaint.

• Give proper preventive and oral health care advice.
The Dentist Role

• If medically compromised patient or suspecting any medical problem:
  – Ask for medical consultation
  – Prescribe antibiotic and analgesics whenever needed after consultation with his/her physician.
  – Take treatment decision based on medical recommendations.
Nurse’s Role

• Assess patient’s condition and identifies patient’s problems.

• Formulates plan of care that meets patient’s needs and solve the identified problems.
Nurse’s Role

- Perform nursing interventions that include:
  - Basic Nursing care.
  - Vital signs measurement.
  - Medication administration and calculation.
  - Oxygen therapy administration.
  - Wound care.
  - Glucose check.
  - Blood sampling collection.
  - Collection of specimen and Interpretation of findings.
  - Preparing the patient for diagnostic procedures and treatments.
  - Range of motion exercises, and chest physiotherapy.
Nurse’s Role

• Engages in on-going evaluation of patient care

• Performs continuous assessment to the patient to detect any abnormality and report immediately to physician.

• Provide health education to the patient and his/her family.

• Documents all applied procedures, as well as patient’s condition.

• Collaborate with health care team to achieve the holistic patient care.
PHYSICAL THERAPY
Physical Therapist Role

• Physical therapists are health care professionals who examine, diagnose and develop a plan of care to reduce pain, restore function, and prevent disability.

• Preventing loss of mobility by developing fitness and wellness oriented programs for healthier individuals.

• Physical therapists provide care for people in a variety of settings, including hospitals, outpatient clinics, sports and fitness facilities, work settings, and nursing homes.
Physical Therapy interventions include:

- Therapeutic exercise and Functional training
- Balance and Gait training
- Manual therapy techniques
- Vestibular rehabilitation
- Lymphatic drainage
- Hydrotherapy
- Thermotherapy or cryotherapy.
- Electrotherapy and ultrasound therapy
- Airway clearance techniques
- Pelvic floor muscle reeducation
- Patient Education
Physical Therapist Role

• Physical therapist documents patient's condition, history, assessment, goals, and plan of care.

• Physiotherapists progress their plan of care according to patient's condition.

• Physical therapists collaborate with all health care providers to achieve the optimum level of function for the patient.
NUTRITION & DIETETICS
Dietitian’s Role

1. Apply the Nutrition Care Process in clinical settings:
   - Assess the nutritional status of patients in clinical settings to identify and diagnose the nutritional problems.
   - Develop nutrition interventions in the form of diet plans and counseling patients on special diet modifications that will promote better health.
   - Monitor and evaluate patients' status through continuous follow up to detect if the plan is working efficiently.
   - Evaluate the outcome of the dietary management.
   - Collaborate with health care team to achieve best results and provide best care for the patient.
Dietitian’s Role

2. Apply the nutrition care process in community setting:

- Assessing community needs, identification of nutritional problem and designing community nutrition interventions for promoting, protecting and enhancing the health of general public in a community setting and providing strategies for prevention of nutritional-related diseases.
Dietitian’s Role

3. Apply food service and food safety principles food procurement and distribution within institutional settings:

- Managing a cost effective food production operation.
- Monitoring sanitation and hygienic practices in food service setting.
- Working with individuals, groups, workplaces and media to inspect, implement and audit food safety management systems that will facilitate the production of safe food.
- Provide research, educate consumers, promote and market safe and nutritional products for consumers.
MEDICAL
LABORATORY
TECHNOLOGY
Medical laboratory technologists

• Medical laboratory technologists perform a variety of laboratory tests and procedures depending on the doctor prescription to help physicians in diagnosing, monitoring, and treating diseases.
• These tests have a wide range of areas: blood banking, chemistry, hematology, immunology, and microbiology.
• Medical laboratory technologists collaborate with healthcare team to achieve the holistic patient care.
Discuss in group

What are the common roles?
What is “Ethics”? 

- **Ethics** is that branch of philosophy that seeks to determine how human actions may be judged right or wrong.

- **Bioethics** is the application of general ethical principles to health care.
Values

- **Values** tell us what is important and worthwhile.
- They help us make decisions about right and wrong.
- Based on family, religion, peers, culture, race, social background, etc.
Morals

• **Morals** are a system of right or wrong that guides a person's conduct.

• Are an expression of values reflected in action and practice.

• “One should not kill”.
Professional Ethics

• Professional ethics are a special type of applied ethics.

• It is articulated by the members of the profession, and it is concerned with the ethical conduct of the profession.
Code of Ethics
Code of Ethics

• The codes of ethics are guidelines for specific group of professionals to help them perform their roles, to know how to conduct themselves, and to know how to resolve various ethical issues.

• The codes of ethics help the professionals to apply moral and ethical principles to the specific situations encountered in professional practice.

• These codes convey the rights, duties, and obligations of the members of the profession.
Ethical Principles

The basic principles involved in health care ethics are:

• Autonomy
• Beneficence
• Non maleficience
• Justice
Autonomy

- Patient has freedom of thought, intention and action when making decisions regarding health care procedures.
- For a patient to make a fully informed decision, she/he must understand all risks and benefits of the procedure and the likelihood of success.
- ‘Informed Consent’ is an important outcome of this principle.
Beneficence

• Beneficence is the ethical principle that means the duty to promote good and to prevent harm. There are two elements of beneficence:
  1. Providing benefit.
  2. Balancing benefits and harms.
Non Maleficence

- “Above all, do no harm,” – Make sure that the procedure does not harm the patient or others in society.
Justice

• The ethical principle of justice requires that all people be treated equally, not favouring some individuals/groups over others.
Ethical Rules

• **Veracity** – honesty, truth telling, informed consent, respect for autonomy.

• **Privacy** – a person’s right to remain private, to not disclose information.

• **Confidentiality** – only sharing private information on a ‘need to know basis’.

• **Fidelity** – Duty to do what one has promised.
Ethical Dilemma

• An ethical dilemma occurs when there is a conflict between two or more ethical principles and there is no obvious “right” decision.
Patients’ Rights

• Patients' rights are the rights to which people are entitled as recipients of medical care.

*Patient’s Bill of Rights:*

• The right to considerate and respectful care.
• The right to obtain information about diagnosis, treatment, and prognosis.
• The right to make decisions about the plan of care.
• The right to every consideration of privacy.
• The right to expect that all communications and records pertaining to his/her care will be treated as confidential by the hospital.
Patients’ Rights

• The right to review the records about his/her care and to have the information explained or interpreted as necessary, except when restricted by law.

• The right to expect that, within its capacity and policies, a hospital will make reasonable response to a patient's request for appropriate and medically indicated care and services.

• The right to ask and be informed of the existence of business relationships among the hospital, educational institutions, other health care providers, or payers that may influence the patient’s treatment and care.
Patients’ Rights

• The right to be informed of hospital policies and practices that relate to patient care, treatment, and responsibilities.
• The right to consent to or decline to participate in proposed research studies or human experimentation.
• The right to expect reasonable continuity of care when appropriate.
Ethics Competencies

• Work with individuals of other professions to maintain a climate of mutual respect and shared values. Specific competencies:

1. Place the interests of patients and populations at the center of interprofessional healthcare delivery.
2. Respect the dignity and privacy of patients while maintaining confidentiality in the delivery of team-based care.
3. Embrace the cultural diversity and individual differences that characterize patients, populations, and the healthcare team.
Ethics Competencies

4. Respect the unique cultures, values, roles / responsibilities, and expertise of other health professions.

5. Work in cooperation with those who receive care, those who provide care, and others who contribute to or support the delivery of prevention and health services.

6. Develop a trusting relationship with patients, families, and other team members.
Ethics Competencies

7. Demonstrate high standards of ethical conduct and quality of care in one’s contributions to team-based care.

8. Manage ethical dilemmas specific to interprofessional patient-/population-centered care situations.

9. Act with honesty and integrity in relationships with patients, families, and other team members.

10. Maintain competence in one’s own profession appropriate to scope of practice.
Patient/Family-Centered Care

• Patient/Family-centered care is simply involving the patient and his/her family in the plan of care.

• Patient-centered care: sees the patient as a person with unique needs, and requires that both the patient and the care provider define their own views of illness and move toward a common therapeutic goal. (Haidet et al., 2005)
Patient/Family-Centered Care

- **Family-centered care**: Recognizes the vital role that families play in ensuring the health and well-being of infants, children, adolescents, and family members of all ages. Thus, emotional, social, and developmental supports are integral components of health care.
Benefits

• Patient-centered care reduces anxiety and creates an improved patient perception of care.

• It improves communication between patient and healthcare providers, and promotes teamwork.
Patient’s-Centered Care Core competency

• Seek out, integrate and value, as a partners, the input and the engagement of the patient/family/community in designing and implementing care services.

• Support participation of patients and their families in the planning, implementation, and evaluation of care.

• Listen respectfully to the expressed patients’ needs.
Patient’s-Centered Care
Core competency

• Ensure that appropriate education and support is provided to the patients and their family members.
• Share information with patients/family in a respectful and understandable manner.
• Encourage discussion with patient, and enhance him to participate in decision-making.
An 86 year old female is informed that her leg is gangrenous and that an amputation is necessary to save her life. She refuses surgery, saying “I am 86 and I have lived a good and full life. I don’t want a further operation, nor do I want to live legless. I understand the consequence of refusing the amputation is death and I accept that consequence.

Is this patient competent to decide to refuse the surgery.
THANK YOU ALL