

Professionalism in the Sleep lab

Overview

- Always consider patient privacy and welfare at all times
- Professionalism ranges from personal attire to moral and ethical principles
- Follow guidelines of professional organizations, which exist to:
 - Protect the public
 - Certify individuals
 - Promote capabilities of their members
 - Enhance and expand knowledge base
 - Protect members by advocacy
 - Provide info and services to assist in career growth

What is Professionalism?

- Essential quality for everyone who works in health care
- Professionalism = beliefs and values to create a milieu which enhances patient care, a continued commitment to scholarship and high standards of research (National Board of Medical Examiners)
- Fundamental principles
 - Primacy of patient welfare
 - Patient autonomy
 - Social justice
 - Commitment to professional competency
 - Honesty with patients
 - Patient confidentiality
 - Appropriateness of relationships
 - Improving quality of care
 - Improving access to care

Professional Attitude

- Attitude refers to the way a person thinks and feels about someone or something
- Professional attitudes approach work as positively and enthusiastically as possible
- Be committed to your work
- Keep in mind your impact on patient care and services
- Use an objective approach to situations
 - Consider the facts rather than respond emotionally

Professional Attitude

- View problems as opportunities for positive action
- Develop and practice self-discipline

Professional Behaviors

- Behaviors demonstrate “caring competence”
- Actions of health care workers directly influence level of patient satisfaction
- Be dependable
- Perform all duties as assigned and needed
- Be flexible
- Accept differences
- Treat everyone with courtesy and consideration

Professional Behaviors

- Practice good communication skills
- Put personal problems aside during work time
- Be well organized and plan your work
- Behave ethically at all times and set high personal standards
- Conduct yourself calmly
- Serve as a role model for good health
- Set professional goals and aim for continual improvement

Professional Health Care Skills

- Achieving and maintaining high level of skill is a critical component of professionalism
- Develop an in-depth understanding of your work
- Observe and listen carefully
- Consult the employee manual or ask questions if you are unsure about a policy or procedure
- Perform all work as neatly and accurately as possible
- Dedicate time to acquiring new knowledge and skills

Professional Appearance

- Influences the way you are perceived by patients and coworkers
- Generally conservative
 - Cover up tattoos and no extreme piercings
- Practice personal cleanliness
- Use deodorant or antiperspirant daily
- Pay attention to dental hygiene
- Avoid use of perfumes and strong-smelling hair sprays or other personal products

Professional Appearance

- Avoid extreme styles in dress and grooming
- Consider personal safety and that of others
 - Wear closed-toed shoes
 - No dangling earrings
 - Tie back long hair

Professional Distance

- Professional distance refers to healthy balance in worker-patient relationship
- Demonstrate a caring attitude toward patients without the goal of becoming their friend

Handling Difficult Situations

- Objective response necessary to perform professionally and constructively
- Reviewing and gathering information helps to separate fact from emotion
- Facts provide basis on which to identify potentially effective resolutions to problems and to make sound decisions

Acceptance of Criticism

- Criticism and correction can be valuable learning resources
- Being willing to recognize and work on imperfections a sign of professionalism

Professional Leadership

- Leadership = encouraging people to work together and do their best to achieve common goals
- Leaders combine visions of excellence with the ability to inspire others
 - Promote positive changes that benefit their professions and people they serve
 - May or may not be a supervisor

Professional Leadership

- Characteristics of effective health care leaders:
 - High level of competence in their profession
 - Commitment to providing high-quality service
 - Willingness to recognize and support work of others
 - Dedication to meeting high standards
 - Belief that necessary changes and improvements can be accomplished
 - Willingness to serve as an example and complete tasks necessary to achieve goals of the group
 - Ability to communicate effectively

Sleep Center Policies and Procedures

- Essential to management and fundamental to operation of sleep lab
- Critical to evaluation of regulatory compliance
 - AASM policies
 - JCAHO policies
- Policy = statement that defines a standard for operations
- Procedure outlines process required to achieve standard
- Not every policy requires a written procedure
- Provide direction, guidance and accountability

Sleep Center Policies and Procedures

- Mission statement = purpose, reason for existence, sense of direction
 - Serves as reference in determining core processes for which policy is written
- Alignment continuum describes relationship between mission, values, vision, and strategic goals
 - A review of the vision
 - A review of the strategic plan
 - Identification of the core processes

Sleep Center Policies

- Policies are more focused than mission statements
 - Form basis for code of conduct employed internally and externally
- 2 different types
 - Those that represent operations
 - Focus on rules and regulations of business
 - Those that represent the concepts of mission statement
- Policies are written to clarify rules of organization and to ensure safe, organized, empowering, and nondiscriminatory work place

When a Policy is Needed

- If actions of employees indicate confusion about most appropriate way to behave
- If guidance needed about most suitable way to handle various situations
- When needed to protect sleep center legally
- To keep sleep center in compliance with government policies and laws
- To establish consistent work standards, rules, and regulations
- To provide consistent and fair treatment for employees

Sleep Center Procedures

- Procedure details implementation of policy
 - Series of steps in specific order that are sufficiently detailed to guide performance of policy
- Well-written procedure documents state explicitly who is supposed to do what and how it is done