Fostering Professionalism

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"Live as if you were to die tomorrow. Learn as if you were to live forever." – Mahatma Gandhi

Organization of Discussion

- Vision
- External Forces
- Strategies
COP Outcome based on 2016 ACPE Outcomes

Practice-ready • Provide direct patient care in a variety of healthcare settings

Team-ready • Contribute as a member of an interprofessional collaborative patient care team

Increasingly valued • With increase in direct patient care contact & • Interprofessional teamwork • Difficult to measure • Difficult to teach

Professionalism in Pharmacy

Brief history of teaching professionalism

Long taught technical aspects of medicine and pharmacy but a focus on teaching the professional and healing qualities is more recent.

Trend started in medicine and pharmacy around 2000.

Now need to address gap between aspirations and reality.

Professionalism defined

Professional competence is the habitual & judicious use of communication, knowledge, technical skills, clinical reasoning, emotions, values, & reflection in daily practice for the benefit of the individual & community being served.

Professionalism - Exhibit behaviors and values that are consistent with the trust given to the profession by patients, other healthcare providers, and society.

What you do –

• Professionalism - Exhibit behaviors and values that are consistent with the trust given to the profession by patients, other healthcare providers, and society.
• What you do –
• Can be undermined when under duress or when no one is watching
• May seem insincere without humanistic qualities
Organization of Discussion

Vision

External Forces

Strategies

Approach for authentic Professionalism

We listened to Feedback from

• Accreditation agencies
• Preceptors
• Employers
• Students
Professionalism

1. Accountability
2. Duty
3. Honor
4. Integrity, respect for others and altruism

Glen S. Emotional and motivational tendencies: The key to quality nursing care? Nursing Ethics 1998. 5,36-42.

Professionalism

It requires acquisition of appropriate emotions, motivations theories about human nature & wisdom -- an understanding of what is important

Glen S. Emotional and motivational tendencies: The key to quality nursing care? Nursing Ethics. 1998. 5,36-42.
**ACPE Standard 3: Approach to Practice & Care**

**Goal**

The UNM COP graduate has the knowledge, skills, abilities, behaviors, & attitudes necessary to:

- solve problems,
- educate,
- advocate, &
- collaborate,
- & effectively communicate verbally & nonverbally.

**Key Skills**

- **Problem solving** – identify problems; explore & prioritize potential strategies; & design, implement, & evaluate a viable solution.
- **Education** – educate all audiences by determining effective & enduring ways to impart information & assess learning.
- **Patient advocacy** – represent the patient’s best interests.
- **Interprofessional collaboration** – actively participate & engage as a healthcare team member by demonstrating mutual respect, understanding, & values to meet patient care needs.
- **Cultural sensitivity** – recognize social determinants of health to diminish disparities & inequities in access to quality care.
- **Communication** – effectively communicate verbally & nonverbally when interacting with individuals, groups, & organizations.
Key Skills

Standard 4
Personal &
Professional
Development

The UNM COP curriculum imparts to the graduate the knowledge, skills, abilities, behaviors, & attitudes necessary to demonstrate

• self-awareness,
• leadership,
• innovation & entrepreneurship, &
• professionalism.

Standard 4: Personal and Professional Development

Key Elements: The graduate is able to ...

• **Self-awareness** —examine and reflect on personal knowledge, skills, abilities, beliefs, biases, motivation, and emotions that could enhance or limit personal and professional growth.

• **Leadership** —to demonstrate responsibility for creating and achieving shared goals, regardless of position.

• **Professionalism** —to exhibit behaviors and values that are consistent with the trust given to the profession by patients, other healthcare providers, and society.
To meet the needs of today’s students

- Multitaskers, media-oriented
- Comfortable working on teams
- Close to parents
- Optimistic and confident
- Thrive on structure and feedback
- Will negotiate anything
- Get bored quickly if it’s not fun
- Computers and devices are NOT “technology”
- More likely than you to have never been employed in high school

More likely than you to have NEVER been employed in high school

If you have never worked...

- Never Had a boss
- Never called in sick
- Never had vacation days
- Never argued with a co-worker”
- Never “messed up at work”
- Never been hired or fired
- Never asked for a day off
- Never worked on a weekend
- Never paid taxes
- Never gotten a paycheck
- Never paid minimum wage
- Never had to clear up after a cop-worker or customer
- Never been late to work
- Never been early for work
- Never competed for a promotion or new position
- Never been the Subject of “work gossip”
- Never missed a vacation for work
- Never worked on a holiday
Preceptors

Learning Objectives: Pharmacists

- Explain elements of professionalism
- Clarify importance of Emotional intelligence to professional
- Design activities to foster professionalism in students
- Coordinate with COP to foster & evaluate professionalism in students
Learning Objectives: Pharmacy Technicians

- List attributes of professionalism
- Define emotional intelligence
- Identify topics of professional or personal growth projects
- Discuss importance of emotional intelligence at work

So What is the College doing?

- Setting expectations
  - Student Handbooks, Program Policies, Workshops
  - Performing assessments
  - Strengthened rotation evaluations of professional behaviors
  - Remediating appropriate behaviors
  - Implementing faculty/student mentoring/advising system
  - Focus on learning in experiential & co-curricular
  - Started a culture change

Why a course on Professional Development?

Guiding Belief:
• If one is more self-aware, better self-managed, more in tune with her social environment & better at managing relationships
• -- then one is more likely to be more professional, a better practitioner, & more valuable employee.

Key Skills

Standard 4
Personal & Professional Development

The UNM COP curriculum imparts to the graduate the knowledge, skills, abilities, behaviors, & attitudes necessary to demonstrate
• self-awareness,
• leadership,
• innovation & entrepreneurship, &
• professionalism.
UNM COP
Personal Development Course Series
2020 Curriculum

<table>
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<th>FALL</th>
<th>Spring</th>
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<tr>
<td>• P1: Communications</td>
<td>Professional Development</td>
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• Each pillar repeated each semester – building on the last

UNM CoP Professional Development course series

Pillars are:

1) Advocacy,
2) Career Development,
3) Communication,
4) Leadership,
5) Professionalism, &
6) Self-Discovery.
First Things First

Personal growth is a precursor to Professionalism.

Wright et al, 2006 P 738
First Things First: personal growth

– any process by which one gains in awareness or understanding of themselves, & as a result, experience changes in their feelings, beliefs, attitudes, behavior or views of themselves in a direction of improved effectiveness, accuracy or health

Wright et al, 2006 P 738

Professional growth

Professional growth is specific and targeted at values, attitudes, behaviors, & emotions that make a Student a professional, not in technical aspects

Specifically professional growth is personal growth & change aimed at becoming more accountable, more altruistic, more dutiful with greater integrity & honor & a greater respect for others.
Soft skills are the hardest

Habits of Mind

The dispositions that are intentionally used by characteristically successful people when confronted with problems that have no immediately apparent solutions.

Habits of the Mind

- Persisting
- Managing impulsivity
- Listening with understanding and empathy
- Thinking flexibly
- Thinking about your thinking, emotions, and biases
- Striving for accuracy, not perfection
- Questioning with critical curiosity; problem posing
- Applying past knowledge to new situations

- Thinking and communicating with clarity and precision
- Attentively gathering data through all senses
- Creating, imagining and innovating
- Responding with wonderment and awe
- Taking responsible risks
- Finding humor
- Thinking interdependently
- Remaining open to continuous learning
Characteristics of Health care professionals

- Persisting
- Managing impulsivity
- Listening with understanding and empathy
- Thinking flexibly
- Thinking about your thinking, emotions, and biases
- Striving for accuracy
- Questioning with critical curiosity; problem posing
- Applying past knowledge to new situations

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Content of Professional Development

- Importance of giving & asking for feedback
- Mindsets
- Grit & Persistence
- Leadership
  - Vision statement, Identifying core values, Leadership Plan
- Emotional Intelligence
Mindset

Key to Personal & professional growth is belief about yourself and the process – our mindset.

Some have fixed mindset, the belief that who they are is immutable & aspiring to be more altruistic or any other aspect is pointless.

Growth mindset

• Is the belief that who they are can be cultivated & improved and through effort, diligence, reflection & self-directed learning, growth is possible.
Mindset Rules

Fixed Mindset:
- It should come naturally. If I have to work hard, I’m not very smart.
- Look smart at all costs
- Hide mistakes & conceal deficiencies.

Growth Mindset:
- Confront deficiencies.
- Capitalize on mistakes.
- Learn, learn, learn!

Work hard. Effort is key!

EQ in the pharmacy

Emotional intelligence (EQ) is the ability to identify, use, understand, and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges & defuse conflict.
What is Emotional Intelligence?

Emotional intelligence (EQ) is the capacity of recognizing our own feelings & those of others, for motivating ourselves, for managing emotions in ourselves as well as in our relationships.

EQ is critical to managing your behavior, moving smoothly through social situations and making critical choices in life.

Emotional Intelligence (EQ)

The individual is in control of his emotions, that no one makes him feel any certain way.

It is up to one as to how to respond emotionally to any given circumstance.

EQ is emotional awareness – the ability to control emotions and apply them to everyday tasks.

A person with high EQ is said to be ideal in a leadership position.
EQ Composition

Emotional intelligence is made up of four core skills.

Emotional intelligence

- involves emotional empathy;
- attention to, and discrimination of one's emotions;
- accurate recognition of one's own and others' moods;
- mood management or control over emotions;
- response with appropriate (adaptive) emotions and behaviors in various life situations (especially to stress and difficult situations); and
- balancing of honest expression of emotions against courtesy, consideration, and respect (i.e., possession of good social skills and communication skills).
- Additional, though less often mentioned qualities, include selection of work that is emotionally rewarding to avoid procrastination, self-doubt, and low achievement (i.e., good self-motivation and goal management) and
- balance between work, home, and recreational life.
How Can a Lack of Emotional Intelligence Disrupt Your Career?

**Insensitivity:** Often perceived to be uncaring. Co-workers are less likely to want to work with them or offer help.

If you’re insensitive, you may not make a good leader.

**Arrogance:** Arrogant people sometimes think they know it all & that no one can teach them anything.

Arrogance is not a quality employers seek.

**Volatility:** Tapping into the emotions you feel is good; however, acting out in anger can derail your career.

Volatile people can cause dysfunction in teams, upset co-workers and doom projects and initiatives to failure.

**Rigidity:** If you are inflexible in your thinking and approach, or believe that your way is the only way, you’re not a team player.

Today being a team player is absolutely necessary.

**Selfishness:** If your agenda is the only one that matters, you could be perceived as being selfish.

Being professional means aiming for a win-win situation whenever possible.
Employees with high emotional intelligence

- Can manage his or her own impulses,
- Communicate with others effectively,
- Manage change well,
- Solve problems, &
- Use humor to build rapport in tense situations.
- Have empathy,
- Remain optimistic even in the face of adversity, &
- Are gifted at educating, persuading & resolving customer complaints.

*This "clarity" in thinking & "composure" in stressful & chaotic situations is what separates top performers from weak performers.*

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**Personal Competencies**

**Determine How We Manage Ourselves**

**Self-Awareness.** Knowing one’s internal states, preferences, resources, and intuitions. This competency is important in the workplace for the following reasons.

- **Emotional awareness:** recognizing one’s emotions and their effects and impact on those around us
- **Accurate self-assessment:** knowing one’s strengths and limits
- **Self-confidence:** sureness about one’s self-worth and capabilities
Personal Competencies — Determine How We Manage Ourselves

Self-Regulation. Managing one’s internal states, impulses, and resources. This competency is important in the workplace for the following reasons.

- **Self-control**: managing disruptive emotions and impulses
- **Trustworthiness**: maintaining standards of honesty and integrity
- **Conscientiousness**: taking responsibility and being accountable for personal performance
- **Adaptability**: flexibility in handling change
- **Innovation**: being comfortable with an openness to novel ideas, approaches, and new information

Personal Competencies — Determine How We Manage Ourselves

Self-Expectations and Motivation. Emotional tendencies that guide or facilitate reaching goals.

- **Achievement drive**: striving to improve or meet a standard of excellence we impose on ourselves
- **Commitment**: aligning with the goals of the group or organization
- **Initiative**: readiness to act on opportunities without having to be told
- **Optimism**: persistence in pursuing goals despite obstacles and setbacks
Social Competencies

Determine How We Handle Relationships

Intuition and Empathy. Our awareness of others’ feelings, needs, & concerns. This competency is important in the workplace for the following reasons:

- **Understanding others**: an intuitive sense of others’ feelings & perspectives, & showing an active interest in their concerns and interests
- **Customer service orientation**: the ability to anticipate, recognize, & meet patients’ needs
- **People development**: ability to sense what others need in order to grow, develop, & master their strengths
- **Leveraging diversity**: cultivating opportunities through diverse people

Political Acumen and Social Skills.

- **Influencing**: using effective tactics & techniques for persuasion and desired results
- **Communication**: sending clear & convincing messages that are understood by others
- **Leadership**: inspiring & guiding groups of people
- **Change catalyst**: initiating &/or managing change in the workplace
- **Conflict resolution**: negotiating & resolving disagreements with people
- **Building bonds**: nurturing instrumental relationships for business success
- **Collaboration** and **cooperation**: working with coworkers & business partners toward shared goals
- **Team capabilities**: creating group synergy in pursuing collective goals

Emotional Intelligence is the Foundation of Success in Pharmacy Practice

Organization of Discussion

Vision

External Forces

Strategies
Where will students demonstrate these behaviors?

- In class, & lab experiences
- Co-curricular activities complement & advance learning
- Your Experiential site

2016 ACPE Standards

Experiential Education - Pharmacy Practice Experiences

Where you ...
- learn to be a Pharmacist
- learn to think like a Pharmacist
- learn how to care for People like a pharmacist
Principles of experiential education practice
Role of Students

To actively engaged in:
- posing open-ended questions,
- investigating,
- experimenting,
- being curious,
- solving problems,
- assuming responsibility,
- being creative, &
- constructing meaning.

Reflection

- “We do not learn from experience, we learn from reflecting on experience.”

John Dewey
Teaching methods

Document with Reflective Writing
- response to experiences, opinions, events or new information.
- response to thoughts and feelings.
- a way of thinking to explore your learning.
- an opportunity to gain self-knowledge.
- a way to achieve clarity & better understanding of what you are learning.

Mind Mapping

A Mind Map is the ultimate organizational thinking tool.

It is the easiest way to put information into your brain and take information out of your brain. It's a creative and effective means of note taking that literally 'maps out' your thoughts."

- Tony Buzan
Model reflective practice – self-reflect on your own practices
Embrace change
Point out examples of professionalism
Assign article readings on professionalism or ethics
Use Socratic or open-ended questioning
Point out examples of good ...

*If you indicate it is important, they will understand the importance*

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Demonstrate altruism, integrity, trustworthiness, flexibility & respect in all interactions.
Display preparation, initiative, and accountability consistent with a commitment to excellence.
Deliver patient-centered care in a manner that is legal, ethical, & compassionate.
Recognize that one’s professionalism is constantly evaluated by others.

*Medina M. AJPE. 2013; 77 (8) Article 162.*
Evaluations

360 (multi-source) evaluations of student professionalism – Pharmacy technicians, other health care practitioners, staff, patients.

CoP Preceptor Evaluations

Review Professionalism Items

- Responsibility
- Commitment to Excellence
- Respect for Others
- Honesty and Integrity
- Legal and ethical principles
Questions for reflection

• What concepts from this session will you share with colleagues?
• How will you implement change?

What are the components of Professionalism?
What are the component attributes of Professionalism?

- Accountability
- Duty
- Honor
- Integrity
- Respect for others
- Altruism

How important is EQ to professional success?

- Very
- Why?
What are your key Takeaways?

Key Take Away

Together we can foster growth of professionalism by teaching the skills and competencies to provide direct patient care & contribute to the health care team with the highest levels of accountability, integrity and altruism.
Go Teach Students!!!

Making Precepting a joy

If you would like to join us, for current preceptors I have availability forms for 2018-2019 & also I have new preceptor applications.

Disclosure

I, nor any family members, have financial interest in the content of this presentation.