

Professionalism

Richard J. Kelly, MD JD MPH FASA FCLM
Clinical Professor | Department of Anesthesiology
Senior Affiliate | Health Policy Research Institute
UCI School of Medicine
Irvine, California

What is Professionalism?

Professionalism is not

simply knowing right from wrong

simply having the right values or motives

Professionalism is behavior that reflects

our obligations as professionals

our duties as physicians

Professionalism is what we DO every day

First Scenario

Imagine you're an attending physician in a hospital. Your good friend from high school is scheduled for surgery. He asks you to be in the operating room during his surgery and accompany him to the recovery room. The surgery is now running late, and you won't finish before 9PM. You have relatives here from out of town. You arranged to see them at 7PM. What will you do?

Professionalism

[I don't know how to define pornography,]

But I know it when I see it.

U.S. Supreme Court Justice Potter Steward

Jacobellis v. Ohio (1964)

Second Scenario

Imagine you're a surgeon at a small private hospital. You're assisting a young, talented spine surgeon in the operating room. He boasts to you that his anesthetized patient doesn't really have a clear indication for surgery, but she does have very good insurance. You're not sure whether he's serious or just joking around. What will you do?

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Lack of Professionalism

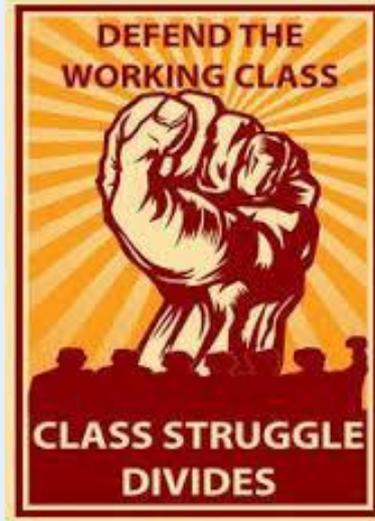
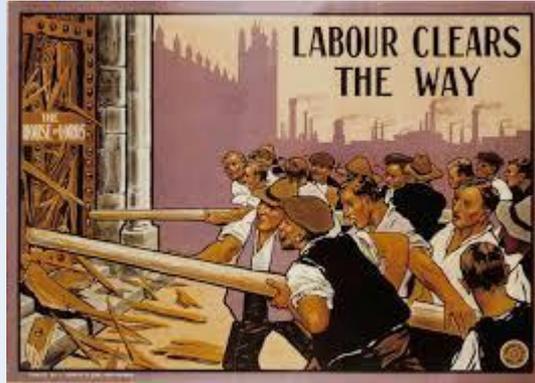
“I know when I don't see it.”

Third Scenario

Imagine you're an obstetrician working at a small-town hospital. You're relaxing at home, sharing a couple of bottles of wine with your best friend. Just as you finish the second bottle, your pager goes off. A woman in the ED is in labor with significant bleeding and needs to be taken to the OR stat. You're not on call but the hospital can't reach your colleagues. They ask you to come immediately. What will you do?

pro □ fes □ sion □ al □
ism

noun



pro □ fes □ sion □ al □
ism

noun

behavior that is referred to by the word
that ends in the suffix *-ism*

pro □ fes □ sion □ al □
ism

noun

behavior that is like that of a professional

Professionalism is BEHAVIOR



We judge ourselves by our motives
whereas
others judge us by our behavior.

Alcoholics Anonymous

pro □ fes □ sion □ al □
ism

noun

behavior that is like that of a professional

pro □ fes □ sion □ al □
ism

noun

a member of a profession

pro fession al ism

noun

A vocation (i.e., mission, purpose, calling)

Requires specialized educational training

Purpose is to supply counsel and services to others

for direct and definite compensation

That is wholly apart from the expectation of other business gains

pro fession al
ism

noun

Intellectual training that involves knowledge

Work that is pursued primarily for others

Success measured by more than financial
terms

A large iceberg floats in the ocean. The visible tip is a jagged, snow-capped mountain peak. The vast, dark blue base of the iceberg is submerged beneath the water's surface, illustrating that the visible part of a professional is only a small fraction of their total capabilities and motivations.

Professionalism is BEHAVIOR

- ❖ Specialized training
- ❖ Motivated by a desire to help others
- ❖ Quest for success that is measured by more than just financial terms

pro f e s s i o n a l i s m

noun

Concept used by society to organize the
delivery of complex services

e.g., divinity, medicine, law, engineering

An implied “social contract”

Implied Social Contract

Professio

n
Fulfill professional role
Guarantee competence
Accountable
Moral integrity
Serve altruistically
Promote the public good

Societ

y
Monopoly
Autonomy
Allow Self-regulation
Provide adequate resources
Give trust & respect
Accord status in society

pro fession al ism

Status of our Profession:

an implied “social contract”

constantly evolving and being renegotiated

continually needs to be earned by fulfilling
society’s

expectations of us

Profession Has High Status

The practice of medicine is an art, not a
trade;

a calling, not a business:

a calling in which your heart

will be exercised equally with your head.

William Osler

Profession Has Low Status

Doctors are men who prescribe medicines
of which they know little,
for diseases about which they understand
less,
for people about whom they know nothing.

Voltaire

Fourth Scenario

Imagine you're an internist at a large hospital in Los Angeles. Your friend, who is also an internist, works at the same hospital. Today, he was told that seven patients and three nurses at the hospital have been diagnosed with a new much more deadly strain of COVID-19 (omega variant). They are to be quarantined on his ward. He is asking you and some of the other internists to switch assignments with him, so he won't be exposed to the infected patients. He tells you he's doing this because he thinks he has an obligation to protect his pregnant wife, his future child, and himself from being infected with the virus. He says he's

A large iceberg floats in the ocean. The tip of the iceberg, which is visible above the water, is a jagged, snow-covered mountain peak. The vast majority of the iceberg is submerged below the water's surface, illustrating the concept that professionalism is primarily about behavior and internal values rather than just outward appearance.

Professionalism is BEHAVIOR

“Social Contract”

- ❖ Competence
- ❖ Accountable
- ❖ Moral Integrity
- ❖ Promote public good
- ❖ Specialized training
- ❖ Motivated by a desire to help others
- ❖ Quest for success that is measured by more than just financial terms

What's the difference between being a professional and professionalism?

Orchestra Player

Professional

Professionalism

Notes



Technique



Dress



Stand / Sit



Sitting Order



Conductor



Bowing



Applause



Activities

Behaviors

Physician

Professional

Professionalism

Competent

Accountable

Dress

Appropriate



Integrity

Service

Collegial

Pt Centered



Activities

Behaviors

Fifth Scenario

Imagine you're a cardiac anesthesiologist. After a difficult surgery, the patient does not survive. The surgeon thinks the difficult surgery is responsible for the patient's demise, but you suddenly realize you gave a drug that directly caused the patient's death.

What will you do?

But we're not just professionals, we are healers

Socrates:

Tell me: is a doctor in the precise sense ...

a money-maker or someone who treats the sick?

Tell me about the one who is really a doctor.

Thrasymachus:

He is the one who treats the sick.

Plato, *The Republic* (400 B.C.)

Definition of Professionalism must include both
our role as professional & our role as healer



Because our Primary Role is that
of Healer

Our Obligations as Healer

I swear by the god Apollo, the doctor, the god Aesculapius, the goddess Panacea and Hygeia, [...] I will apply treatment in order to help my patients according to my power and ability and abstain from whatever is deleterious. [...] into whatever houses I enter I will go into them to help the sick and will abstain from any voluntary act of mischief and corruption [...].

Hippocrates (460 B.C. – 350 B.C.)

Our Role as Healer and as Professional

Hippocratic Oath - 4th Cent. B.C.

Universal Declaration of Human Rights – 1948

New Hippocratic Oath - 1966

Declaration of Alma Ata - 1978

Declaration of Helsinki – 1964 (7 revisions)

Millennium Development Goals - 2000

Physician Charter on Professionalism - 2002



TODAY, in the presence of family, friends, teachers, and colleagues, I dedicate myself to the profession of Medicine.



I PLEDGE MYSELF to the
service of humanity.

I will use my skills to care
for all in need, without bias
and with openness of spirit.



THE HEALTH OF MY
PATIENTS will be my first
concern.

I vow to hold sacred the
bond between doctor and
patient.



I WILL HOLD IN
CONFIDENCE all that my
patients entrust to me. I will
strive to alleviate suffering.
I will respect the dignity
and autonomy of my
patients in living and dying.



I RECOGNIZE MY DUTY to society. I will work to promote health and prevent disease. I will advocate for the welfare of my community.



EVEN UNDER DURESS, I
WILL NOT use my
knowledge or my skills
against humanity.



I will acknowledge my limitations and mistakes to that I may learn from them. To uphold these responsibilities, I will maintain my own well-being and the well-being of those close to me.



I WILL PROMOTE the
integrity of the practice of
Medicine. In the tradition of
my chosen profession, I
honor all who teach me this
Art.



THROUGH HONEST and respectful collaboration with my colleagues, I will seek new knowledge, reexamine ideas and practices of the past, and teach what I have learned.



ABOVE ALL, THE
HEALTH OF MY
PATIENT will be my first
concern.

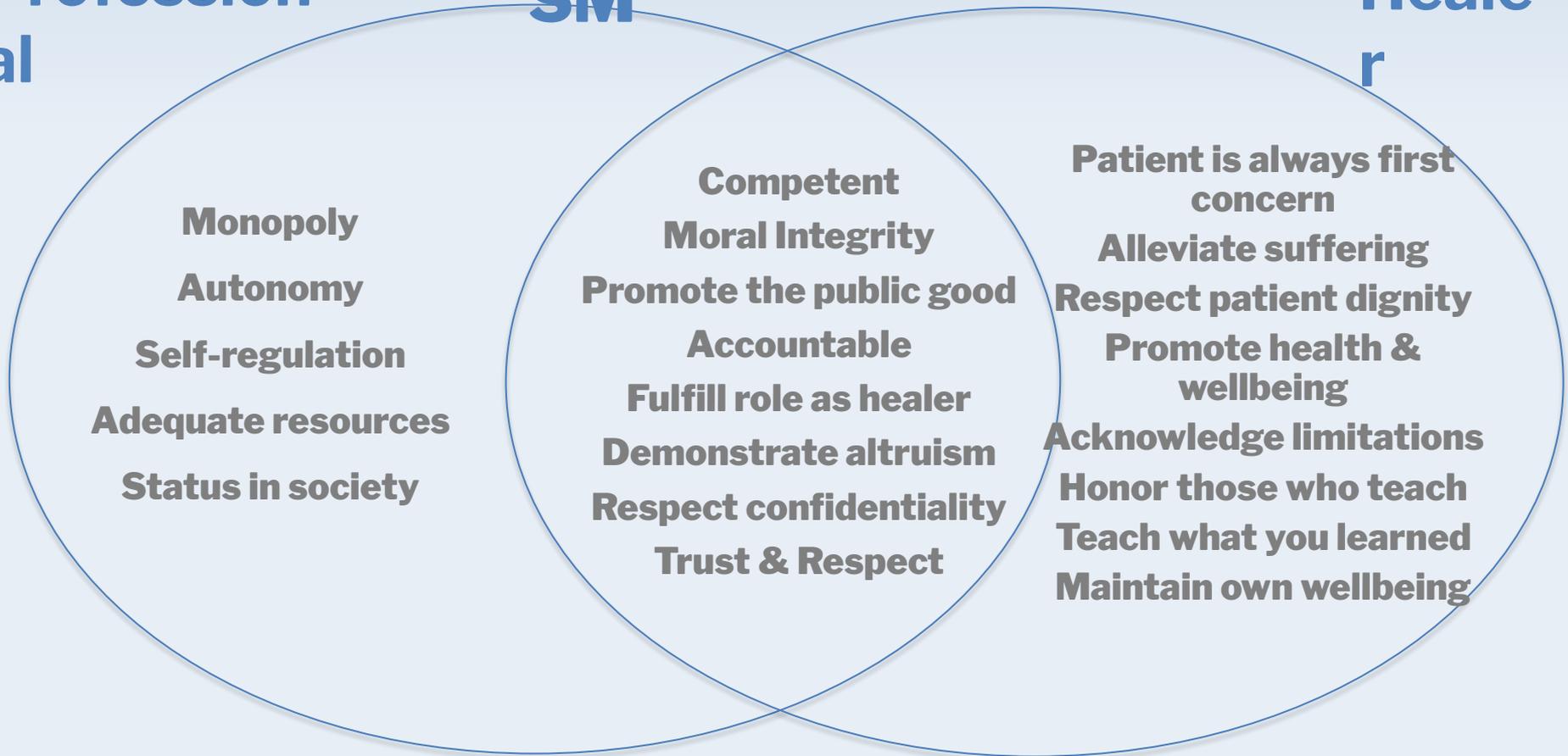
THIS OATH I TAKE
FREELY and upon my
honor.



PROFESSIONALISM

Professional

Healer



An iceberg floating in the ocean. The visible tip is a jagged, snow-capped mountain peak. The much larger, submerged part of the iceberg is visible below the water line, illustrating the concept that professionalism is primarily about behavior, which is often unseen.

Professionalism is BEHAVIOR

“Social Contract”

- ❖ Competence
 - ❖ Accountable
 - ❖ Moral Integrity
 - ❖ Promote public good
- ❖ Specialized training
 - ❖ Motivated by a desire to help others
 - ❖ Quest for success that is measured by more than just financial terms

An iceberg floating in the ocean. The tip of the iceberg is above the water line, while the much larger base is submerged. The background is a clear blue sky and a calm blue sea.

Professionalism is BEHAVIOR

that acknowledges our duties
as both healers & professionals

Monopoly
Autonomy
Self-regulation
**Adequate
resources**
Status in society

Competent
Moral Integrity
Promote the public good
Accountable
Fulfill role as healer
Demonstrate altruism
Respect confidentiality
Trust & Respect

**Patient is always first
concern**
Alleviate suffering
Respect patient dignity
**Promote health &
Wellbeing**
Acknowledge limitations
Maintain own wellbeing
Honor those who teach
Teach what you learned

Conclusion

Professionalism for physicians is:

not simply knowing right from wrong

not simply having the right values or motives

Professionalism is for us:

behavior that reflects our obligation to our patients

and to

society as both healers and professionals

behavior we manifest at work every day

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