

Professionalism Definition

It is important for dialysis staff to provide care in a manner consistent with professional standards. Merriam-Webster dictionary defines professionalism as *"the conduct, aims, or qualities that characterize or mark a profession or a professional person; exhibiting a courteous, conscientious and generally businesslike manner in the workplace."*

When all staff act as professionals, it not only helps with patient satisfaction but also staff satisfaction with the team and workplace.

After reviewing the important aspects of being a professional with your team, be sure to review the rest of the series. Parts 2 through 4 will provide your team with an opportunity to discuss:

- Guidelines for setting and maintaining professional boundaries;
- Common boundary violations; and
- Professionalism do's and don'ts from the patient perspective.

HUDDLE UP

Tips and Strategies for Improved Communication - Series #1

Important Aspects of Being a Professional

Professionalism is judged against a set of expectations and standards with every individual determining what professionalism means according to their own personal values and understanding of their professional role. Consider how each of these important aspects play a part in displaying professional behavior.

1. Competence

- Understand the process of dialysis and your role in providing care.
- Know and follow clinic policies and procedures.
- Use critical thinking. Apply, analyze and evaluate information gathered by observation, experience and communication to guide beliefs and actions.
- Improve knowledge and skills through ongoing education.

2. Integrity

- Adhere to ethical standards of practice:
 - Honesty
 - Trustworthiness
 - Dependability

3. Appearance

- Clean
- Well-groomed
- Appropriate attire

4. Behavior

- Courteous language and tone of voice
- Empathetic
- Appropriate conversations
- Focused and organized
- Maintain proper boundaries
- Respectful of patient needs, beliefs, concerns and values
- Cooperative

For more information, contact:

Network 3 (NJ, PR, USVI) 609.490.0310 | qirn3.org Network 4 (DE, PA) 610.265.2418 | qirn4.org Network 5 (MD, VA, WV, DC) 804.320.0004 | qualityinsights.org/qirn5



This material was originally prepared by Qsource ESRD Networks and adapted by Quality Insights Renal Networks 3, 4 and 5, End Stage Renal Disease (ESRD) Networks under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. Publication No. ESRD345-071524-OS