



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

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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.