

iPASS
PROFESSIONALISM

*A Journey Through
Professionalism
& Ethics*

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EDITORS' NOTE

This magazine was created to take the readers through the many different cases where professionalism, a broad term, is needed. In addition to incidents in which professionalism was either absent or present.

Overall, this magazine will help readers understand actions from the receivers' point of view, which will facilitate determining the level of professional or unprofessional a behavior is.



Professionalism Within the Teaching Environment

By Eman Khaled

Millions of people around the world are graduating and applying for jobs constantly, where they are accepted based on several characteristics they possess, some of which include honesty, commitment, confidentiality, and many others. Such traits/practices play a crucial role in a person's career in life, where a person who possesses those principles are known to be professional. Professionalism must be there within every profession whether it is in teaching, leading, nursing, or even cooking, that is because it determines whether the person receiving the service would like to repeat their experience or not. This can mean a lot in schools, universities, and hospitals especially because they could change people's lives and the way they view the world.

Throughout my past years I have been into many professional, and unprofessional experiences, however, one very specific experience stands out to me. It happened a few years ago. When the academic year had started, and we were surprised to have a subject for the first time. Our teacher was really friendly and professional in every aspect of her career as a teacher, that included the way she treated her colleagues, the administration, and students, in addition to her commitment and desire to get us engaged in her subject.

Days and days passed. Everyone was cooperating well with the subject and we completed several projects successfully. For this project we had to work as a class, and that is when it all started. After collecting the base information needed, we sat in class brainstorming ideas that is when our teacher told a few of us, "You know everything but do not say it!" This day triggered a lot of situations to occur consequently throughout the two months of working on the project. Some of those situations included the teacher calling students as being selfish and raising her voice when we were going through stressful times trying to complete the project on time successfully. In addition to that, not all students were treated equally.



Professionalism Within the Teaching Environment

By Eman Khaled

The way the teacher did not control her anger while going through unfortunate periods was unprofessional. As a result, her actions had an impact on the way students viewed her despite the professionalism she showed prior to the incidents. Especially in a sensitive environment such as that of a school. As mentioned by Dr. Christopher B. McGrath a philosopher at Strayer University, in his research about business ethics that teachers are role models, where any action is done by them, will be reflected on their students, therefore their behaviours must be professional. In the United Kingdom teachers turned out to be the third most trusted profession after doctors and nurses according to Ipsos MORI Veracity Index, 2018, which is why teachers must be extremely cautious when dealing with students, because even though people make mistakes sometimes, they will still matter and will need to be apologized for in a professional manner.

Conclusively, professionalism is a set of behaviours that combines all of the principles anyone may need to do their best in their profession. For the most trusted jobs, such behaviours are fundamental to have the ability to communicate and understand individuals smoothly, which then gives access to the ability to provide assistance and care easily.





Professionalism at Workplace

By Iqra Nasir

It is very well quoted by someone that "It's NOT the job you DO, It's HOW you DO the job". A career that requires a degree of training, learning or science can be described as a profession. Another useful definition is "a trade or occupation followed to a reasonable standard for higher motives." Professionalism is defined as at work behaviour. The quality of professionalism is not limited to those in highly educated or high earned occupations. Any worker should demonstrate a high degree of this trait regardless of their level of education or occupation (About.com,2013). Professional work makes others consider you reliable, respectful and competent.

Last summer one of my cousins who was around ten years old, usually had a lot of stomach pain, vomiting and always had fever or might stay sick for a long time. And slowly he developed an irritated behaviour and didn't like when people around him used to make a lot of noise. So,we consulted a few doctors, the doctors always said that he either had food poisoning or maybe he had less immunity. And would prescribe bunch of vitamin supplements and a bag which included antibiotics and probiotics and some more. But this was not the case, things got worse despite having the medications and treatment. Gradually he started to lose his weight and looked weaker and paler than before and stayed quiet all day long. Everyone was really worried and had no idea why he was adapting such a behaviour and why aren't the medications working for him.

Later, his family decided to take him to the best hospital in city and get him diagnosed, as they have more facilities and would surely find the solution to this problem. At last, the doctors found the reason behind his situation and it was brain tumor. The sad part was not that he had it but it was that he was on its last stage and there was no other choice except surgery. His parents couldn't see their son in such situation and let the doctors to operate him. The doctors said that their son will be all fine after the surgery and chances are that he could also recover soon. After the surgery took place, the doctors said they removed the tumor, and he would be doing fine now. But nothing as such happened, he opened his eyes a day after surgery, couldn't talk and also lost his vision. When the doctors came to check, they said that this could possibly happen after surgery and that they can treat all these problems by having another surgery. And no parent in this world can let anyone use their child as an experimental piece, but his condition made them helpless and forced them to agree with the doctor for second surgery even despite heavy treatment cost. All prayed for the best to happen but after his second surgery he didn't show any movement or respond as before. Later, the doctors never came to answer any of their questions and excused by saying that they are busy and don't have time. And the hospital staff used to just come for check or cash payment. His parents were torn apart and understood that they just wanted money and didn't treat their son properly and lied about everything from beginning.

This experience made my inner self think that why such a sensitive issue was treated in such a way by them and why they were not honest about what they said. And they didn't even think that at doing a surgery twice at such a young age could affect him and his whole life. His family never refused to pay the high amount of money, even after that they treated him so lightly. And how can any doctor do such a thing to an angel like child who didn't even explore the world properly. Even if he had last stage of tumor, the doctors could have been honest and explain the consequences but instead they just wanted money to be paid on time. Overall, such kind of experience makes me feel that no matter what never break the trust between you and the patient. And I always look up to the fact that I would always be serving myself to society in any possible way.

Professionalism and Responsibility

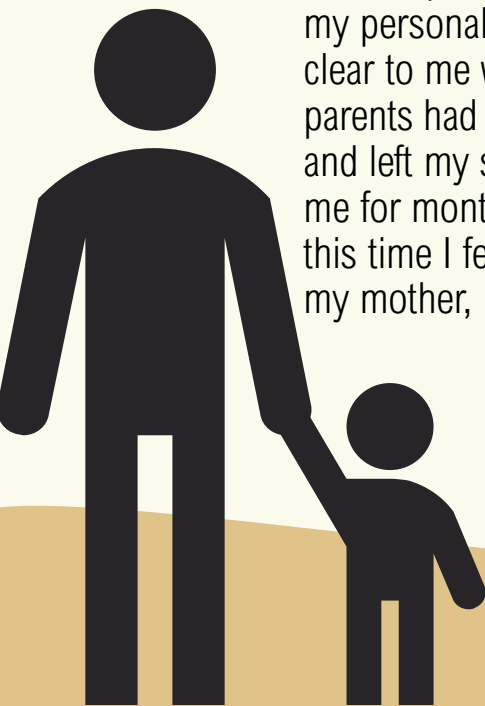
By Malak Nassar

There are various ways professionalism can be defined as since each person has their own unique experience that help to influence the interpretation of the word. In my terms, professionalism is RESPONSIBILITY! Because it awakens in your conscientiousness, commitment and improve your adaptability with the various situations and attitudes a person faces through the life.

I could say that my professionalism experience was in my family area, as I endured a great responsibility in raising my siblings with my parents, and the professional side of my personality became clear to me when my parents had to travel abroad and left my siblings with me for months, through this time I felt the value of my mother,

I learned how to be patient and I gained interpersonal skills which helped a lot during my practical life and even the social one since the people started to rely on me, they started to trust my opinions and suggestions and even ask me about them! and that increase my confidence of taking huge decisions belonging to my own life, I felt like I grew up and have the ability to do that, I became more independent, strong and conscious, and then the self-development journey has started to be who I am today!

In conclusion, I would like to say that professionalism is a competence that is gained by the time, and to be a professional person you need to sacrifice in many things included in your life, cause all professionals across the world must adhere to a strict code of ethics, and personally to be professional doctor I need to strive to become an expert in my field, so professionalism occupies a huge position in my life as a medical student and a future doctor!



What Exactly is Professionalism?

By Zaha Zainab

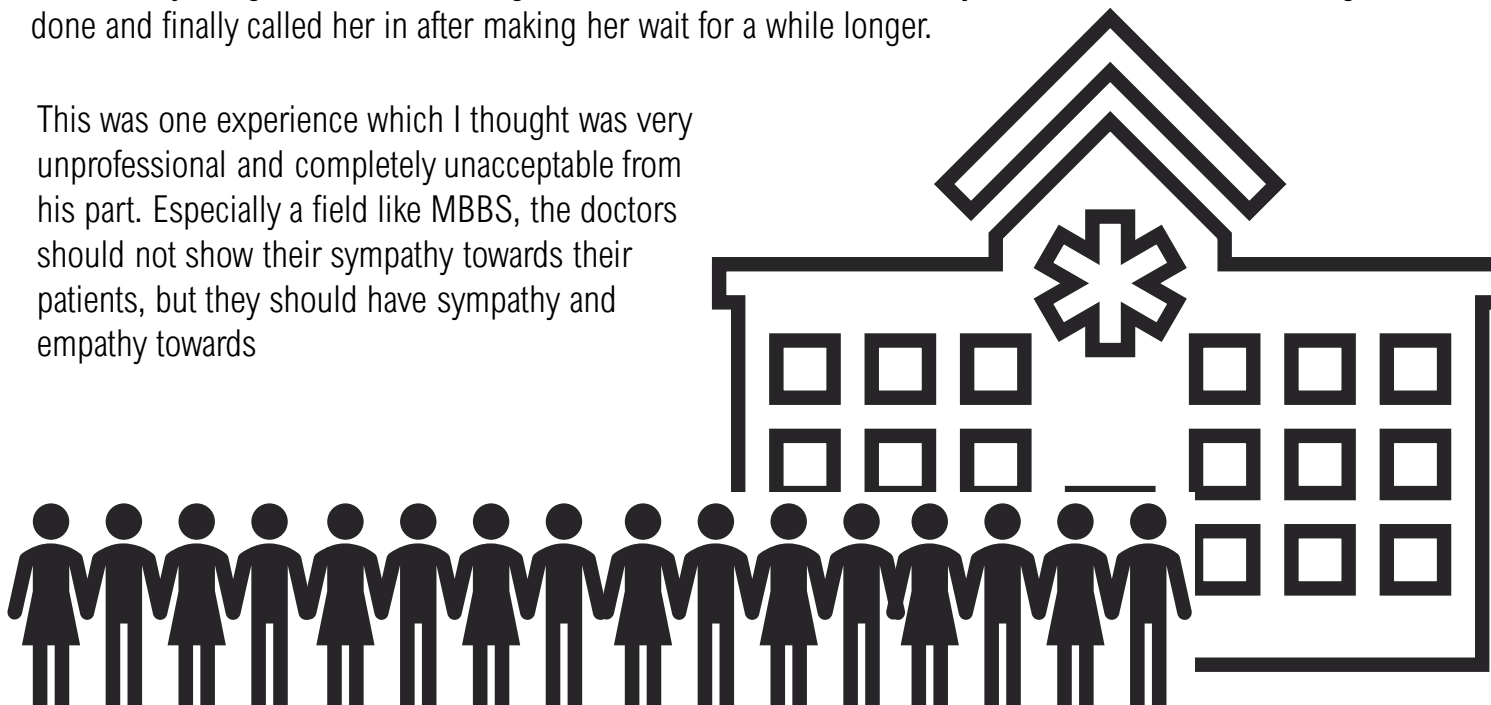
According to me professionalism is the manners and etiquette's any profession has to produce, not just doctors! Professionalism cannot exactly be defined, and it cannot be taught as it's a very broad topic. It's something which we as humans must cultivate it.

I personally haven't really experienced a doctor being unprofessional with me, but I have been a witness to a scene where the doctor was being unprofessional towards another patient. Recently I had been to a hospital in Sharjah for the COVID- 19 test. There I witnessed a long queue which was completely understandable since the testing was free of cost. They divided the test takers into 2 different queues- one being for the men and the other for the women. And we had to stand since there was no seating arrangement.

Then walked in a pregnant woman. She must be around 7 months through. Since there was no seating arrangement, she was asked to stand in the queue along with other people and the said doctor who was supposed to arrive by 7:45 am came in by 8:30. The poor pregnant woman had to stand for almost 45 minutes with no place to sit and when we had requested for a chair and they blatantly refused.

The doctor then walked in being unusually late and rather giving first preference to the pregnant woman who had been standing for 45 minutes with a baby in her belly, he called in some of the men instead and he was very arrogant since the testing was free of cost. He then leisurely waited for a few of them to get done and finally called her in after making her wait for a while longer.

This was one experience which I thought was very unprofessional and completely unacceptable from his part. Especially a field like MBBS, the doctors should not show their sympathy towards their patients, but they should have sympathy and empathy towards



When Professionalism Is Completely Missing

By Malak Mohammed Abdulelah

Professionalism in the workplace, is the absolute key to having a successful, and smoothly run business. Professionalism is a must and should be maintained by every person within the work setting, especially in health care which is one of the most important sectors in every community because it deals with all people that has different attitude and thinking ways, whether the worker is the security, nursing assistant, doctor, or even the head administrator. Professionalism encompasses many aspects, such as teamwork, attitude, environment, knowledge, morals, and ethics. So, what is professionalism?

The Merriam-Webster dictionary defines professionalism as "the conduct, aims, or qualities that characterize or mark a profession or a professional person"; Some people's idea of professionalism matches closely with this definition. Others consider professionalism to be dressing nice or having an advance degree in a certain field. In my opinion, professionalism includes all these views.

A personal experience that I had at my home country when I went to a doctor to have a consultation. The first impression I had was when I entered the clinic and saw the number of people waiting outside without even having a place to sit down while some of them were sitting on the floor. I could not understand how a doctor can have this number of patients daily. Then when it was our turn to enter to see the doctor, I was surprised that every 3 patients enter at the same time, which means that every time there would be at least 2 people listening to the person's complaint. In addition to all of that, the saddest thing was that they are requesting lot if unnecessary investigations which can be minimized if the doctor uses his clinical skills in proper way (time, reading, training), also the prescription was written manually, and the handwriting was unclear and the only person who was able to read it is the pharmacist who works in the in building.

At the end of this visit I can say that it was the worst I ever had. The doctor was highly unprofessional. The hygiene was very low at the place, the patient's privacy was not respected, and the doctor didn't show any empathy or active listening to the patient's complaints, so the communication was very poor. There weren't any time management, and the patient did not have his rights because the only aim of the doctor was to see about 60 patients within less than 7 hours (nearly 7 mins for every person). Also, the way of forcing the person to buy from only one pharmacy by using unclear handwriting because the doctor is the owner of it.

As a conclusion, I used to think that all clinics are high quality until I had this experience, I can't say that it was totally a bad thing because I gained a lot and learnt how to act with patients in a right way and the most important is that I felt what it is like to be in this situation to avoid all mistakes. Also, I realized the importance of communication skills, having empathy, time management and the most important is the respect of the patient's privacy and never deal with a person as he doesn't understand or have no knowledge.

As medical professionals we should have specific characteristics, skills and do our job professionally. As long as we have those things our work will be easier, and patients would be happier. Now I would like to end my essay with a great quote by David Maister , "Professional is not a label you give yourself - it's a description you hope others will apply to you."



“
Professional is not a label you
give yourself - it's a
description you hope others
will apply to you
”

~David Maister

Importance of Professionalism

By Aya Mohammed Ali Abdulredha Alsabbah



According to Oxford dictionary professionalism is "The competence or skill expected of a professional". It is an art and skill that is unfortunately not found commonly in our present society. The effect of the is evident in a lot of individuals yet, it only comes to realization after facing an experience personally. As for me I was aware of the importance of professionalism, however; only after this experience in which I would share with you, I realized how monumental it is.

Two years ago, in mid-July where all students would be enjoying their summer holiday I was waiting eagerly for the arrival of my new cousin to the world. As my aunt's due date grew closer, preparations were made for the new baby. On Tuesday to be exact, in the afternoon where all of the family including my uncle and grandpa went to attend a relative's wedding. It was fated that on the only time where there was no one at home except my aunt and grandma, that the little baby decided to come. My grandma who suffers from arthritis and overweight endured the extreme devastating pain and helped my aunt to reach the front door of the house. After hiring a taxi and without the need of expressing the dire situation, they finally arrived at the hospital. Nurses helped my aunt to lie on the bed taking her to the delivery room....

My grandma followed only to find no one in the room....

Asking for the doctor, the nurse told my grandma that the doctor is busy, and she won't come until you opened a file in the hospital and pay the fee. All that and my aunt is on the other side shouting and claiming that she is going to die due to the extreme pain.

Astonishment was the only thing that was felt by my grandma who was ignorant of any procedure. The treatment of the nurses was disrespectful and not caring to the furthest extent.

Without further delay in this essay, the problem was solved once the fee was paid and after that ONLY, the doctor came and performed the required procedure. The doctor, the staff, the nurses and the whole faculty was an example of unprofessional behavior. Although I wasn't the patient yet, I felt the pain of being neglected over a trivial matter and waiting desperately for a doctor who lacks any conscience. The impact of this experience on me made me put anyone's comfort before mine, moreover; it made me empathize and not only express sympathy.

Skills needed to be professional

By Ruqaya Mustafa Rashid Al-Salihi

During all professionalism lesson I have learnt a lot of things, all of them declare that a professional person is expected to have a particular set of skills in their chosen field (which is medicine in my case), at a level that can be considered expert.

So starting with the meaning of Medical professionalism ... which is a belief system, in which group members ("professionals") declare to each other and the public the shared competency standards and ethical values they promise to uphold in their work and what the public and individual patients can and should expect from medical professionals.

Unfortunately my experience was a negative experience, when I was 16 years old I suffered from cystic acne which was covering my entire face, at that time I was so depressed because I was thinking that my face won't be cured at all, however my mom decided that we should take an appointment with a dermatologist, at that time when I entered into the consultation room, the doctor was so rude and disrespectful to my case however I complete the conversation with him until the moment that he said one sentence that made me leave the consultation room " you can just put at wall paint on your face and no need to the long curing journey that may end with results you still won't be satisfied with " I started to cry because his words was too sharp for a girl at the age of puberty and then I left his clinic immediately, I can tell that this doctor is hundred percent unprofessional and disrespectful to his cases, and my dad Complained about him to the Doctors' Syndicate , two days later and after my psychological situation was improved I went to another doctor and during his respectful and kind way of consulting his patient, he gave me a strong medicine for acne curing (roaccutane) which cured my acne within six month period.

In conclusion, I learnt that Professionalism is an adherence to a set of values comprising both a formally agreed-upon code of conduct and the informal expectations of colleagues, clients and society. The key values include acting in a patient's interest, responsiveness to the health needs of society, maintaining the highest standards of excellence in the practice of medicine and in the generation and dissemination of knowledge. In addition to medical knowledge and skills, medical professionals should present psychosocial and humanistic qualities such as caring, empathy, humility and compassion, as well as social responsibility and sensitivity to people's culture and beliefs. All these qualities are expected of members of highly trained professions.



Small Unprofessional Behaviors Can Change A Lot

By Fathima Muzeera Mohamad Musaffar

The Cambridge dictionary defines a professional as a person who has the type of job that needs a high level of education and training. However, in the medical field, professionals are those who 'profess' their skills to others, and 'vow' to perform their professions to the highest standard, to integrity and to public service. One of the characteristics of professionalism is commitment to doing good work with quality more than economic gain. It is important that medical professionals, above all, follow such conducts of professionalism.

Professionalism is not completely based on the external appearances of an individual, but it is in the way they conduct themselves. Professionals are committed to improving the health and well-being of individuals and society through ethical practice, profession-led regulation, and high personal standards of behavior. They should ensure that they respect their patients by all means and accept them regardless of their differences. Honesty and Integrity demonstrate adherence to the highest levels of core values. In addition to that, medical professionals should be able to communicate with compassion and empathy because interpersonal and communication skills result in effective information exchange and teaming with patients and others. Moreover, the health care professionals should be accountable and responsible for their actions. They should be competent and be open to the pursuit of knowledge.

On the other hand, unprofessional behaviors are not uncommon. Evidence shows that when clinical environments are poorly-led, unprofessional behaviors go unchallenged and patient safety suffers. When the use of inappropriate words or actions by the physician interferes with his ability to function well with others to an extent that it interferes with the quality health care delivery then this is considered as disruptive behavior. Examples include verbal (insults, abusive language, outbursts of anger) and non-verbal (refusal to comply with standards, failure to respond to calls, sexual harassment, etc). Such attitudes question the safety of the environment and can cause preventable medical errors.

During the course of our lives, we fall victim to several conflicts and tragedies. One such case dates back to the birth of my cousin in 2015. It was traumatizing to find that incomprehensible cases of unprofessionalism still exist.

The birth of my cousin was the most anticipated moment for everyone in my family. Even after plenty of hours of waiting, there was no sign of any news. When it was finally time, the family decided to inquire about the happenings. Unfortunately, that's when we were told that the baby was born with disabilities and didn't survive. Surely enough the news caught us by surprise.

In addition to the late conveyance of the message, the doctors in charge exhibited very discourteous and impolite behaviors. They showed no signs of empathy. To make things worse, when the baby was asked for the burial process, the hospital management tried to disperse the news by quoting that the baby had already been discarded. In reality the baby was held for research purposes. It was only after series of heated arguments; the baby was returned to us from the hospital.

This behavior is unprofessional and unethical. Every human being should hold onto their morals and beliefs at all times. Any person who lacks such principles loses their value as a human. It was clearly evident that these doctors and staff had long forgotten the attributes of professionalism and their values. Their actions were worthy of being penalized. If they had dealt with the people more delicately and with honesty, there could be a better outcome.

Despite many noble acts done by the doctors and hospitals worldwide, incidents like this can weaken the faith in them. Any unprofessional behavior by the staff should be reported. The noncompliant physicians should be guided by a senior-level doctor to help them understand why his behavior is problematic. Strict rules and regulations should be implemented in addition to the continuous monitoring of staff.

In conclusions, the professionals should hold on to their morals and promises regardless of the situations they are faced with. It is necessary that their behaviors don't pose a threat to the medical profession. Any unprofessional behavior is not acceptable and should be corrected immediately.





**..An Insight
Into Other
Point of Views..**

FROM Dr. Seren's POINT OF VIEW



Name: Seren Alnakeb

Profession: Dentist

Graduated from Ajman University in Fujairah with Bachelor's degree in dentistry.

1. What does Professionalism mean to you?

It means practicing my skills and doing my work with moral and ethics by respecting my patients and colleagues.

2. Do you think Professionalism is important in Medicine? Why so?

Professionalism is extremely important especially in medicine, because we deal with our colleagues and patients that come from different places and have different ethics so being professional and having good behavior is essential.

3. How do you show professionalism in your career as a doctor?

By being honest, the most important thing in our field is being honest to the patient and let the patient trust me and have expectations from my work, respecting the patients time, coming on time.

4. Have you ever experienced unprofessional behavior from your colleagues or at your workplace?(narrate incident)

One of my colleagues had a complication while treating the patient, and she didn't tell the patient, which I see is very unprofessional because complications might happen, but you have to let the patient know.

5. How do you see patient's reaction towards your professional behavior?

They trust me, respect me, be polite and at the same time they see me friendly and professional because I do my work with confidence, respect and full honesty.

6. What tips or advice would you give to a beginner in the health care field?

As a beginner I'll tell you to be very honest, in case any complication happened or you did anything wrong, you have to let the patient know, and the most important thing is respecting the patient's time so that the patient will respect you and your time. Be friendly and professional at the same time to get the patient trust and respect, never have doubt in your work while treating a patient because you might do anything wrong and the patient will feel that you are not confident. Other than that, you also have to respect your colleagues and your team, and work as a team. The last advice I will give is, treat every patient as a member of your family to give the best you can.

FROM Dr. Sana's POINT OF VIEW



Name: Sana Nasir

Profession: Dentist

Graduated from Gulf Medical University with bachelor's degree in dentistry. Currently working in Thumbay Medical and Dental Speciality Centre.

1. What does Professionalism mean to you?

Professionalism to me is delivering skills and expertise along with displaying highest level of etiquettes and behavior.

2. Do you think Professionalism is important in Medicine? Why so?

Yes, it's more important in medicine since as we are treating patients for not a single issue or a single setting, but rather continue with them for a duration of time period.

3. How do you show professionalism in your career as a doctor?

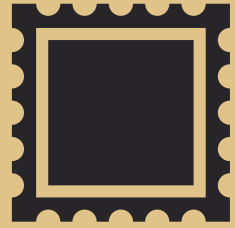
I show professionalism in my career, by respecting both mine and my patient's time. Being on time and having expectation from my patient.

4. How do you see patient's reaction towards your professional behavior?

A patient's reaction to when professionalism is displayed that it creates a very friendly and polite environment. Having a win-win situation wherein you had provided both the treatment and established a healthy doctor-patient relationship.

5. What tips or advice would you give to a beginner in the health care field?

As a beginner in the health care field, the most useful advice that I would give is to be completely honest, dedicated and respectful/punctual to your work and to never be uncertain or doubtful about your work/treatment because u can never know your potential until u give yourself a chance to exhibit the skills u have learnt during academics.



Takeaway message



Conclusively, despite the differences in how each one of us defines professionalism, there are those behaviors that we all know are unacceptable. In fact, those are the behaviors that we need to focus on and be able to distinguish. Other behaviors which are unprofessional are also important, however they are less noticeable, thus they might not always cause issues. Nevertheless, ensuring that a person's behaviors are professional in their workspace and around others is important to avoid misunderstanding and maintain relationships.

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