Unit X
Professional Role
Napa Valley College
ADN Program

Professional Role

Profess
- to declare one’s devotion to a system of belief
- to announce publicly one’s skill in an art or science

Profession
- occupation that involves liberal education and mental labor
- the act of declaring as one’s belief

Professional
- conforming to the standards of a profession

Professional Role

- MORALS
- VALUES
  - ACQUIRED
  - PERSONAL
  - PROFESSIONAL
Professional Values
American Association of Colleges of Nursing

- Altruism
- Equality
- Esthetics
- Freedom
- Human Dignity
- Justice
- Truth

Nursing and Values

- Ethical dilemmas almost always occur in the presence of conflicting values.
- To resolve ethical dilemmas, one needs to distinguish among values, facts, and opinion.
- Sometimes people have such strong values that they consider them to be facts, not just opinions.
- Sometimes people are so passionate about their values that they provoke judgmental attitudes during conflict.

Case Study

- Anna Moreno is an 82-year-old African American widow and retired schoolteacher. She lives with her 55-year-old daughter and three teenage grandchildren. Her daughter Lucille is a single mother and a full-time nurse.
- Anna assists with the care of her grandchildren when her daughter is at work. She also volunteers at the library and at her church. She has diabetes and high blood pressure, both controlled with diet and medication.
Values Clarification

- Choosing
  - free choice
  - alternatives
  - decision
- Prizing
  - satisfaction
  - willingness to declare
- Acting
  - integration into behavior
  - repetitive

Values Clarification

<table>
<thead>
<tr>
<th>Statement</th>
<th>Rank</th>
<th>Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preparing for the future is an important activity and reflects maturity.</td>
<td>2 3 4</td>
<td>Life has a predestined course. The individual should follow that course.</td>
</tr>
<tr>
<td>Vague answers are dishonest and confusing.</td>
<td>2 3 4</td>
<td>Vague answers are sometimes preferred because they avoid embarrassment and confrontation.</td>
</tr>
<tr>
<td>Punctuality and efficiency are characteristics of a person who is both intelligent and concerned.</td>
<td>2 3 4</td>
<td>Punctuality is not as important as maintaining a relaxed atmosphere, enjoying the moment, and being with family and friends.</td>
</tr>
<tr>
<td>When in severe pain, it is important to remain strong and not to complain too much.</td>
<td>2 3 4</td>
<td>When in severe pain, it is better to talk about the discomfort and express frustration.</td>
</tr>
</tbody>
</table>

Values Clarification (cont’d)

<table>
<thead>
<tr>
<th>Statement</th>
<th>Rank</th>
<th>Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Addressing someone by his or her first name shows friendship.</td>
<td>2 3 4</td>
<td>Addressing someone by his or her first name is disrespectful.</td>
</tr>
<tr>
<td>Direct questions are usually the best way to gain information.</td>
<td>2 3 4</td>
<td>Direct questioning is rude and could cause embarrassment.</td>
</tr>
<tr>
<td>Direct eye contact shows interest.</td>
<td>2 3 4</td>
<td>Direct eye contact is intrusive.</td>
</tr>
<tr>
<td>Ultimately the independence of the individual must come before the needs of the family.</td>
<td>2 3 4</td>
<td>The needs of the individual are always less important than the needs of the family.</td>
</tr>
</tbody>
</table>
Ethics and Philosophy

<table>
<thead>
<tr>
<th>Deontology</th>
<th>Defines actions as right or wrong</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utilitarianism</td>
<td>Proposes that the value of something is determined by its usefulness</td>
</tr>
<tr>
<td>Feminist Ethics</td>
<td>Focuses on the inequality between people</td>
</tr>
<tr>
<td>Ethics of Care</td>
<td>Emphasizes the importance of understanding relationships, especially as they are revealed in personal narratives</td>
</tr>
</tbody>
</table>

Case Study (cont’d)

- Lucille accompanies her mother to the physician’s office for a routine visit. When her mother steps out to have some lab work done, Lucille asks to speak privately to the nurse, Mary Ann, and reveals some serious concerns.
- Lucille had received a call from the manager of the library where her mother volunteers. The manager described finding Ms. Moreno in the janitor’s closet one day, confused and tearful.

Basic Terms in Health Ethics

<table>
<thead>
<tr>
<th>Autonomy</th>
<th>Commitment to include patients in decisions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beneficence</td>
<td>Taking positive actions to help others</td>
</tr>
<tr>
<td>Nonmaleficence</td>
<td>Avoidance of harm or hurt</td>
</tr>
<tr>
<td>Justice</td>
<td>Being fair</td>
</tr>
<tr>
<td>Fidelity</td>
<td>Agreement to keep promises</td>
</tr>
</tbody>
</table>
The ANA Code of Ethics

• The nurse, in all professional relationships, practices with compassion and respect for the inherent dignity, worth, and uniqueness of every individual, unrestricted by considerations of social or economic status, personal attributes, or the nature of health problems.

• The profession of nursing, as represented by associations and their members, is responsible for articulating nursing values, for maintaining the integrity of the profession and its practice, and for shaping social policy.

NURSE as ADVOCATE

❖ Communicate needs & concerns
❖ Insure understanding of treatments
❖ Promote safe environment
❖ Protect legal rights
❖ Help patients assert rights
❖ Help patients to make informed choices

Case Study (cont’d)

• The manager expressed growing concern about Ms. Moreno’s ability to finish tasks, such as reshelving books and taking phone messages. She recommended that Lucille get an evaluation of her mother’s mental status.

• Lucille tells the nurse that she is not at all convinced that her mother is having mental problems.
Nurse-client Relationship

![Diagram showing Nurse-client Relationship with zones: Zone of Helpfulness, Under-involved, Over-involved, Distancing, Caring, Disinterest, Neglect, Therapeutic, Professional.]

Boundary Violation Behaviors
- Excessive self-disclosure
- Secretive behavior
- "Super-nurse" behavior
- Singled out behavior (nurse or patient)
- Selective communication
- Flirtation
- "you & me against the world"
- Failure to protect patient

Ethical Dilemma
- Equally unsatisfactory choices
- Choices can be justified by moral rules or principles
- Involves conflict of basic human rights

Bioethical Dilemma
Health care situations in which answers are not clear
How to Process an Ethical Dilemma

- Step 1: Ask if this is an ethical dilemma.
- Step 2: Gather all relevant information.
- Step 3: Clarify values.
- Step 4: Verbalize the problem.
- Step 5: Identify possible courses of action.
- Step 6: Negotiate a plan.
- Step 7: Evaluate the plan.

Institutional Resources

- Ethics committees are usually multidisciplinary and serve several purposes: education, policy recommendation, and case consultation.
- Any person involved in an ethical dilemma, including nurses, physicians, health care providers, patients, and family members, can request access to an ethics committee.

Issues in Health Care Ethics

<table>
<thead>
<tr>
<th>Quality of life:</th>
<th>central to discussions about end-of-life care, cancer therapy, physician-assisted suicide, and DNR.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Genetic screening:</td>
<td>What are the risks and benefits to individuals and to society of learning about the presence of a disease that has not yet caused symptoms, or for which a cure is not yet available?</td>
</tr>
<tr>
<td>Care at the end of life:</td>
<td>interventions unlikely to produce benefit for the patient</td>
</tr>
<tr>
<td>Access to care:</td>
<td>As a nurse, you will certainly deal with ethical issues related to access to care.</td>
</tr>
</tbody>
</table>
Quick Quiz!

2. *If a nurse decides to withhold a medication because it might further lower the patient’s blood pressure, the nurse will be practicing the principle of*
   A. Responsibility.
   B. Accountability.
   C. Competency.
   D. Moral behavior.

Ethics and Access to Care

- The number of uninsured in the United States grew from 39 million people in 2000 to more than 46.3 million people by 2008—more than 15% of the total population.
- Many of the uninsured are women and children.
- Although two thirds of the uninsured are poor, nearly 80% come from working families.

Case Study (cont’d)

- From Mary Ann’s perspective, Lucille seems angry and defensive about the manager’s report. She even accuses the manager of discrimination against older adults. She adamantly refuses offers of a physical or mental evaluation for her mother, or even to discuss the issues with her mother. Instead, she requests that the nurse write a letter that validates her mother’s good health.
Nurses Collaborate With Other Professionals

- **Consensus** building: an act of discovery in which “collective wisdom” guides a group to the best possible decision
- A nurse’s point of view offers a unique voice in the resolution of ethical dilemmas.

Quick Quiz!

3. A nurse is working with a terminally ill adult patient. The nurse decides to tell the adult children that they need to decide how to advise their father about taking analgesics during the terminal phase of his illness. This step of processing an ethical dilemma is
   A. Articulation of the problem.
   B. Evaluation of the action.
   C. Negotiation of the outcome.
   D. Determination of values surrounding the problem.

Ethical Issues on Aging

- Older people usually are not as familiar with the concept of autonomy as are people from younger generations.
- As people age, they develop clinical conditions that affect the communication process. Some patients become incapacitated by stroke or disease. Most older adults take multiple medications, some of which affect cognitive skills in subtle ways.
- Consensus about medical goals for the older adult is hard to achieve.
Case Study (cont’d)

- After all, Lucille argues, her mother’s blood pressure is normal, and her blood glucose levels are within normal limits.
- Mary Ann realizes that this situation is complex. She will need to get the help of others to sort out the best response to Lucille’s request.
  - Is this an ethical dilemma for Mary Ann?

Case Study (cont’d)

- Mary Anne has determined that the situation is an ethical dilemma. Now she must:
  - Step 2: Gather all information relevant to the case.
  - Step 3: Examine and determine her own values and opinions about the issues.

Case Study (cont’d)

- Step 4: State the problem clearly.
- Step 5: Consider possible courses of action.
- Step 6: Negotiate the outcome.
- Step 7: Evaluate the action.
Legal Limits of Nursing

- Sources of legal guidelines come from:
  - Statutory law (Nurse Practice Act)
    - Criminal law (felonies or misdemeanors)
    - Civil law
  - Regulatory law (administrative law)
  - Common law (judicial decisions)

Legal Limits of Nursing (cont’d)

- Standards of care
  - Legal guidelines for defining nursing practice and identifying the minimum acceptable nursing care
  - Best known comes from the American Nurses Association (ANA)
  - Set by every state
  - Set by state and federal laws that govern where nurses work
  - Joint Commission requires policies and procedures (P&P).

Case Study

- Lynette Donovan, a 15-year-old female African American, was a passenger in a motor vehicle collision and is now admitted to the hospital with a fractured right femur. The emergency department health care provider applied a cast to the affected leg with insufficient padding.
- Lynnette told the nurses that her right leg felt numb, was swollen, and looked discolored.
- The nurses recognized that these symptoms indicate impaired circulation in the extremity with the cast.
Proof of Negligence

- The nurse owed a duty to the patient.
- The nurse did not carry out the duty or breached it.
- The patient was injured.
- The patient’s injury was caused by the nurse’s failure to carry out that duty.

Case Study (cont’d)

- The nurse was unable to reach Lynette’s health care provider despite several calls. The nurse has not notified the nursing supervisor of the patient’s situation.
- David Ortiz is a 23-year-old nursing student newly assigned to the nursing division and to Miss Donovan. His initial assessment notes that the patient’s right leg is swollen, slightly blue, and slightly malodorous. Lynette seems very anxious and upset.
### Federal Statutory Issues in Nursing Practice

<table>
<thead>
<tr>
<th>Americans With Disabilities Act</th>
<th>Emergency Medical Treatment and Active Labor Act</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health Parity Act</td>
<td>Uniform Anatomical Gift Act</td>
</tr>
</tbody>
</table>

### Federal Statutory Issues in Nursing Practice (cont’d)

<table>
<thead>
<tr>
<th>Living Wills, Durable Power of Attorney</th>
<th>Advance Directives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Insurance Portability and Accountability Act</td>
<td>Restraints</td>
</tr>
</tbody>
</table>

### State Statutory Issues in Nursing Practice

<table>
<thead>
<tr>
<th>Licensure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good Samaritan Laws</td>
</tr>
<tr>
<td>Public Health Laws</td>
</tr>
</tbody>
</table>
State Statutory Issues in Nursing Practice (cont’d)

- The Uniform Determination of Death Act
- Physician-Assisted Suicide

Quick Quiz!

1. A nurse is caring for a patient who states, “I just want to die.” For the nurse to comply with this request, the nurse should discuss
   A. Living wills.
   B. Assisted suicide.
   C. Passive euthanasia.
   D. Advance directives.

Civil and Common Law Issues in Nursing Practice

- Torts
- Intentional
  • Assault
  • Battery
  • False imprisonment
Civil and Common Law Issues in Nursing Practice (cont’d)

- Quasi-intentional
  - Invasion of privacy
  - Malice
  - Slander
  - Libel
- Unintentional
  - Negligence
  - Malpractice

Common Negligent Acts (cont’d)

- Failure to convey discharge instructions
- Failure to ensure patient safety, especially for patients who have a history of falling, are heavily sedated, have disequilibrium problems, are frail, are mentally impaired, get up in the night, and are uncooperative
- Failure to follow policies and procedures
- Failure to properly delegate and supervise

Statutory Guidelines for Legal Consent for Medical Treatment

- Adults
  A. Any competent individual 18 years of age or older for himself or herself
  B. Any parent for his or her unemancipated minor
  C. Any guardian for his or her ward
  D. Any adult for the treatment of his or her minor brother or sister (if an emergency, and parents are not present)
  E. Any grandparent for a minor grandchild (if an emergency, and parents are not present)
Statutory Guidelines for Legal Consent for Medical Treatment (cont’d)

• Minors (cont’d)
  C. Unemancipated minors may not consent to abortion without one of the following:
    1. Consent of one parent
    2. Self-consent granted by court order
    3. Consent specifically given by a court

Case Study (cont’d)

• David remembers that Lynette Donovan is legally a minor. She is hurt and afraid and in an unfamiliar setting.
• She may not be comfortable speaking with the health care providers who are present, and her expressions of pain may be modified by the circumstances she is in.

Nursing Students

• You are liable if your actions cause harm to patients, as is your instructor, hospital, and college/university.
• You are expected to perform as a professional when rendering care.
• You must separate your student nurse role from your work as a certified nursing assistant (CNA).
Malpractice Insurance
- A contract between the nurse and the insurance company
- Provides a defense when a nurse is in a lawsuit involving negligence or malpractice insurance
- Nurses covered by institution’s insurance while working

Quick Quiz!
2. A student nurse employed as a nursing assistant may perform care
A. As learned in school.
B. Expected of a nurse at that level.
C. Identified in the hospital’s job description.
D. Requiring technical rather than professional skills.

Abandonment and Assignment Issues
- Short staffing
  - Legal problems occur if inadequate number of nurses will provide care.
- Floating
  - Based on census load and patient acuities
- Physician’s orders
  - Nurses follow orders unless they believe an order is given in error or is harmful.
Case Study (cont’d)

- Lynette Donovan developed gangrene in the right leg. She requires a right below-the-knee amputation.
- David Ortiz is returning from escorting Miss Donovan to the operating room for her procedure. He gets on the elevator, where several visitors and two nursing supervisors are talking about the health care provider who “made Donovan lose her leg.”

Quick Quiz!

3. You are about to administer an oral medication and you question the dosage. You should
   A. Administer the medication.
   B. Notify the physician.
   C. Withhold the medication.
   D. Document that the dosage appears incorrect.

Risk Management

- A system of ensuring appropriate nursing care that attempts to identify potential hazards and eliminate them before harm occurs.
  - Steps involved:
    - Identify possible risks.
    - Analyze risks.
    - Act to reduce risks.
    - Evaluate steps taken.
Risk Management (cont’d)

- One tool used in risk management is the incident report or occurrence report.

**Occurrence reporting**
- Serves as a database for further investigation
- Alerts risk management to a potential claim situation.