Chapter 57

Professional Roles and Leadership
Role Models

- Harlem Globe Trotters
  - [https://www.youtube.com/watch?v=xLvV7UHumy0](https://www.youtube.com/watch?v=xLvV7UHumy0)
  - Meeting with school children to address bullying
- ABC : Action, Bravery, Compassion
  - A: Take action, do something. If you don’t, you are just as guilty as the perpetrator
  - B: Bravery
  - C: Compassion
Functioning as a Graduate

- Role of a graduate Psychiatric Technician
- exciting and challenging
- a valuable member of the health care team
- function in many settings
- Many opportunities are available
Functioning as a Graduate cont’d

- **Letter of application**
  - Customized, brief, neatly typed, and correctly spelled
  - Simple and direct
  - Objective is to introduce yourself, announce your interest, briefly state your qualifications, and your availability
  - Cover letter requires a thorough discussion of your qualifications
Functioning as a Graduate cont’d

- Résumé
  - Summary of educational and professional experiences
  - One- or two-page written document containing information about you, your education, and your experience
  - Should be well-organized, neat, and accurate
Functioning as a Graduate cont’d

● Personal interview
  - Meeting of people face to face, as for evaluating or questioning a job applicant
  - First impressions have a lasting effect

● Contracts
  - A promise between two or more people that creates a legal relationship between them and a legal obligation that one or more of them must fulfill
  - May be written or oral
Functioning as a Graduate cont’d

- Keeping your job
  - Keep current and competent
  - Look and act professional
  - Be on time and ready to start at the beginning of the shift
  - Be organized
  - Do not spend time on personal telephone calls
  - Take only the time allotted for lunch and breaks
  - Work hard and give the best care possible
  - Be a good leader and a good follower
Functioning as a Graduate cont’d

- Keeping your job
  - Help others when you can
  - Stretch yourself; do not be satisfied with the minimum
  - Display a positive attitude and flexibility
  - Respect your patients, their family members, your co-workers, and your supervisors

- Encountering problems
  - Follow the chain of command
  - Be calm and positive in your approach
  - Listen carefully
Functioning as a Graduate cont’d

- **Advancement**
  - A rise in rank or importance, a promotion, progress, improvement
  - May result from additional preparation or additional experience
  - Usually based on a person’s qualifications, behavior, performance, and preparation

- **Terminating employment**
  - A verbal statement and letter of resignation; proper procedures should be followed
Transition from Student to Graduate

- Know your role
  - PT is responsible to the RN or health care provider
  - Role of PT is constantly changing

- Be careful not to lose sight of your principal concern—the patient, a human being!
Transition from Student to Graduate cont’d

- Confidentiality
  - All information the patient gives is confidential
  - Information may be exchanged with the health care team only in the performance of your duties
  - Releasing any information to anyone other than the health care team without the consent of the patient is a violation of the right to privacy
Transition from Student to Graduate cont’d

● Role of the PT in the community
  ➢ Participates in activities that promote a positive attitude toward health care
  ➢ Promotes a better understanding of the health services available to the general public
  ➢ Participates in community health projects and other health-oriented activities
Transition from Student to Graduate cont’d

- Professional organizations
  - Gives you a voice in your profession
  - Some provide continuing education

- BVNPT
  - Board of Vocational Nursing & Psychiatric Technicians
Transition from Student to Graduate cont’d

- Continuing education
  - It is critical to keep current on nursing trends and issues
  - There are many opportunities for PTs to learn new nursing skills
    - Facilities offer employees continuing education
    - Internet
    - Some states require CEUs before you can renew nursing licenses
Question 1

Which would not be a step to a successful interview?

1. Be well groomed.
2. Arrive 10 minutes before the scheduled time.
3. Be cheerful and polite.
4. Avoid eye contact.
Nurse Practice Act

- Licensing law
- Defines the title and regulations governing the practice of nursing
- Assists the PT/nurse in staying within the legal scope of nursing practice in each state
- Defines the regulations for practical nursing and includes requirements for an approved school of nursing
- Defines requirements for licensure and conditions for which a license may be revoked or suspended
State Board of Nursing

- Consists of members who represent different levels of nursing appointed by the governor
- Purpose of the board is to protect the public by administering the nurse practice act
- Board is responsible for approving schools of nursing/ Psychiatric Technicians
- Board issues and renews licenses
  - Board has the authority to suspend or revoke a license
Career Opportunities

- Hospitals
- Long-term care facilities
- Home health
- Schools
- Correctional facilities
- Private enterprise….day care services, respite care services, board & care homes
Leadership and Management

- **Leadership**
  - Getting others to want to do something you are convinced should be done

- **Management**
  - Handles the day-to-day operations to achieve a desired outcome
Leadership and Management cont’d

- Autocratic style
  - Retains all authority and responsibility
  - Concerned primarily with tasks and goal accomplishment
  - Assigns clearly defined tasks
  - Establishes one-way communication with the group
  - Excels in times of crisis (cardiac arrest) and in situation of disorder (natural disasters)
Leadership and Management cont’d

- Democratic style
  - People-centered approach
  - Allows employees more control and participation in decision-making process
  - Emphasis is on team-building and collaboration
  - Works best with mature employees who work well together as groups
Leadership and Management cont’d

● Laissez-faire style
  ➢ “Free-run style” or permissive leadership
  ➢ Relinquishes control completely
  ➢ Chooses to avoid responsibility by delegating all decision-making to the group
  ➢ Wants everyone to feel free to “do their own thing”
  ➢ May work well with highly motivated professional groups
Leadership and Management cont’d

- Situational leadership
  - Takes into account the style of the leader, the maturity of the group, and the situation at hand to form a comprehensive approach
  - Four typical styles
    - Directing
    - Coaching
    - Supporting
    - Delegating
Leadership and Management cont’d

Team leading

- Assisting and guiding the nursing team in providing care for a select group of patients

Duties

- Receive reports on assigned patients
- Make assignments for team members
- Make rounds and assess all assigned patients
- Assist in administering medications and treatments
- Confer with team members on priority patients
Leadership and Management cont’d

- Time management
  - Using time to good advantage will be of great value
  - Learn effective time management skills, and practice them frequently until they become fully developed
  - These skills will help you manage not only at work but also in daily living
Leadership and Management cont’d

- Anger management
  - Anger gives you a cue that something is wrong
  - Justified
    - Helps you get your needs met by stimulating you to action
  - Unjustified or displayed inappropriately
    - Can get you and others in trouble
Question 3

Which type of leadership is a people-centered approach that allows employees more control and individual participation in the decision-making process?

1. Autocratic style
2. Laissez-faire style
3. Democratic style
4. Situational leadership
Leadership and Management cont’d

• Transcribing providers’ orders
  ➢ Written
    • Recorded on the chart by the provider
    • NEVER GUESS: If in doubt, get a second opinion
    • If it is a little different than “usual,” clarify it with the provider
    • If you still believe the orders to be inappropriate, contact your supervisor and document why the orders are not being carried out
    • Nurses are responsible for their own actions
Leadership and Management cont’d

- Transcribing providers’ orders
  - Verbal or via telephone
    - They may only be taken from a physician or a nurse
    - They are more subject to error
    - Clarify the order by repeating it to the person giving it
    - Ask them to repeat it more slowly if necessary
    - Write it down immediately
    - Be careful about medications that sound alike
    - VORB....verbal order read back
    - VORB: Dr. I.M Right/ Stephen King, PT
Leadership and Management cont’d

- Change-of-shift report
  - Provides the next shift with pertinent information about the patient
  - The quality of nursing care the patient receives is contingent on how well each shift communicates with the other
  - May be given orally in person, by audiotape recording, or with rounds from patient to patient
  - Before beginning the report, write down all necessary information
Leadership and Management cont’d

- **Burnout**
  - Physical, emotional, and spiritual exhaustion
  - Nurses are at high risk because they care!
  - Occurs more often in people who have excessively high expectations of themselves
  - **High-risk areas**
    - Intensive care
    - Hospice
    - Oncology
    - Emergency department
Leadership and Management cont’d

● Burnout

➤ Signs and symptoms
  • Physical
    ➤ Fatigue; changes in sleeping and eating
    ➤ Lack of energy; loss of interest in sex
  • Psychologic
    ➤ Irritability; hypersensitivity
    ➤ Frustration; negative outlook
    ➤ Forgetting
  • Spiritual
    ➤ Loss of commitment, meaning, and integrity
Leadership and Management cont’d

● Strategies for burnout prevention
  ➢ Awareness
  ➢ Balance
  ➢ Choice
  ➢ Detachment
  ➢ Altruistic egoism
  ➢ Focus
  ➢ Goals
  ➢ Hope
  ➢ Integrity
Question 4

Which of these is not a symptom of burnout?

1. Irritability
2. Negative outlook
3. Increased energy
4. Loss of commitment
The Power of Teamwork

- https://www.youtube.com/watch?v=Pxf6EtskpRs