

Personal Traits of Healthcare Professionals

Course

Principles of Health Science

Unit VI

Personal Qualities of a Health Care Worker

Essential Question

What characteristics are employers looking for in job applicants?

TEKS

130.202(c)3B, 5A

Prior Student Learning

Ethics, Professionalism

Estimated time

1 hour

Rationale

In the health care work place, personal traits like character, values, morals, ethics, integrity, and trustworthiness are vital.

Objectives

Upon completion of this lesson, the student will be able to:

- identify character traits; and
- analyze professionalism.

Engage

Discuss the following Scenario

You witness a coworker taking money from the petty cash box in your department. She says she needs to borrow the money to get her car fixed, and she'll pay it back when she gets her next paycheck. She reminds you that she did you a big favor when you first started your job and asks that you not report her to the supervisor. What would you do? What is the right thing to do?

Read and discuss article from USA Today

http://www.usatoday.com/money/jobcenter/workplace/healthcare/2002-11-19-personality_x.htm

Key Points

- I. Judgment and decision-making
 - A. Multiple decisions must be made everyday.
 1. What to do
 2. Why to do it
 3. How to do it
 4. When to do it
 5. Where
 6. Whom to do it with
 - B. Decisions require thought and carry significant consequences.
- II. Character traits
 - A. Professionalism brings together who you are as a person and how those traits contribute to the workplace.
 - B. Personal values are things that have a high degree of worth to the individual.
 - C. Reputation - character in the view of the community
 - D. Morals - capability to differentiate between right and wrong
 - E. Integrity - of sound moral principal
 - F. Trustworthiness/Respect/Honesty
 1. Be to work on time.

2. Perform the responsibilities of job with competence.
3. Keep promises and meet obligations.

Activity

- I. Divide students into groups of 4 or 5. Each group will discuss and develop answers to **What If Scenarios** and present findings to class.
- II. Complete the **Wasted Time** activity.

Assessment

Completion of What If Scenarios.

Key – Wasted Time

Materials

Textbook-*The Healthcare Worker's Primer on Professionalism* by Sherry Makely ISBN 0835954838

Accommodations for Learning Differences

For reinforcement, the student will outline the professional traits of a character in a movie, book or television program.

For enrichment, the student will research newspaper/journal articles documenting a breach in professionalism. Report findings.

National and State Education Standards

National Health Science Cluster Standards

HLC08.01 Ethics and Legal Responsibilities

Health care workers will understand the legal responsibilities, limitations, and implications of their actions within the health care delivery setting.

HLC08.02 Ethics and Legal Responsibilities

Health care workers will understand accepted ethical practices with respect to cultural, social, and ethnic differences within the health care environment.

They will perform quality health care delivery.

TEKS

130.202(c)3(B) demonstrate leadership skills, characteristics, and responsibilities of leaders such as goal setting and team building; and

130.202(c)5(A) identify employer expectations such as punctuality, attendance, time management, communication, organizational skills, and productive work habits;

Texas College and Career Readiness Standards

CROSS-DISCIPLINARY STANDARDS

I. Key Cognitive Skills

A. Intellectual curiosity

1. Engage in scholarly inquiry and dialogue.

2. Accept constructive criticism and revise personal views when valid

evidence warrants.

B. Reasoning

1. Consider arguments and conclusions of self and others.
2. Construct well-reasoned arguments to explain phenomena, validate conjectures, or support positions.
3. Gather evidence to support arguments, findings, or lines of reasoning.
4. Support or modify claims based on the results of an inquiry.

C. Problem solving

1. Analyze a situation to identify a problem to be solved.
2. Develop and apply multiple strategies to solving a problem.
3. Collect evidence and data systematically and directly relate to solving a problem.

D. Academic behaviors

1. Self-monitor learning needs and seek assistance when needed.
2. Use study habits necessary to manage academic pursuits and requirements.
3. Strive for accuracy and precision.
4. Persevere to complete and master tasks.

E. Work habits

2. Work collaboratively.

F. Academic integrity

1. Attribute ideas and information to source materials and people.
2. Evaluate sources for quality of content, validity, credibility, and relevance.
3. Include the ideas of others and the complexities of the debate, issue, or problem.
4. Understand and adhere to ethical codes of conduct.

What If Scenarios

What would you do in the following situations?

1. You need to have your time card signed by the end of the day. You know your supervisor would sign it, but she's tied up in a meeting and your shift ends in 10 minutes.
2. You have one more paper to turn in for a course that is required for your job. You kept the weekend open to write it, but an old friend called and said he's in town for the weekend and would like to spend some time with you. You know there won't be enough time both to write the paper and to visit with your friend. You just happen to have a copy of a paper that someone else wrote for the same course two years ago that earned a grade of "B." A new instructor who would never know you didn't write the paper yourself is teaching the course.
3. Your supervisor asked you to attend a meeting in her place, but you forgot to go. You know she'll be upset with you because she needs the information that was distributed. Someone else you know did go to the meeting and has agreed to give you copies of the materials. When you hand the information to your supervisor, she asks, "So what did you think of the meeting?"
4. A patient on your unit gets discharged. While cleaning the room for the next patient, you find an expensive watch in the drawer in the bedside table. It's a woman's watch and the former patient was a man.
5. When you open your paycheck, you realize you got paid for a day that you didn't work.
6. You'd like to call your sister in Maine, but can't afford the long-distance phone charge. The phone in the break room has long-distance access, and other workers have used it for personal calls without being questioned.

7. As a research assistant, your salary and the project you're involved in are funded by a federal grant. If the results of the research are positive, the grant and your job will get renewed for another year. The director of the research project asks you to help him change some of the data to indicate better results.

8. When it's time for your annual competency evaluation, your supervisor announces that you and your coworkers will be checking each other off. Your coworkers get together and decide just to give each other a satisfactory evaluation without actually checking each person's competency level.

Wasted Time - Key

Calculate how much it would cost a company if a worker is paid \$8.00 an hour, works five days a week, and comes in 15 minutes late each day.

1. How many minutes per week are wasted?

15 minutes x 5 days = _____ minutes wasted per week.

75 minutes

2. How many minutes per month are wasted?

_____ minutes per week x 4 weeks = _____ minutes wasted per month.

300 minutes

3. How many hours are wasted in one month?

_____ minutes per month / 60 minutes = _____ hours wasted per month.

5 hours

4. How much money does the company lose each month in wasted time with that one worker?

_____ hours wasted per month x \$8.00 per hour = \$_____ lost per month.

\$40.00

5. How much money does the company lose in a year in wasted time with one worker?

\$_____ wasted per month x 12 months = \$_____ lost per year.

\$480.00

Note: 60 minutes = 1 hour
4 weeks = 1 month
12 months = 1 year

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3. How many hours are wasted in one month?

_____ minutes per month /60 minutes = _____ hours wasted per month.

4. How much money does the company lose each month in wasted time with that one worker?

_____ hours wasted per month x \$5.15 per hour = \$_____ lost per month.

5. How much money does the company lose in a year in wasted time with one worker?

\$_____ wasted per month x 12 months = \$_____ lost per year.

Note: 60 minutes = 1 hour
4 weeks = 1 month
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