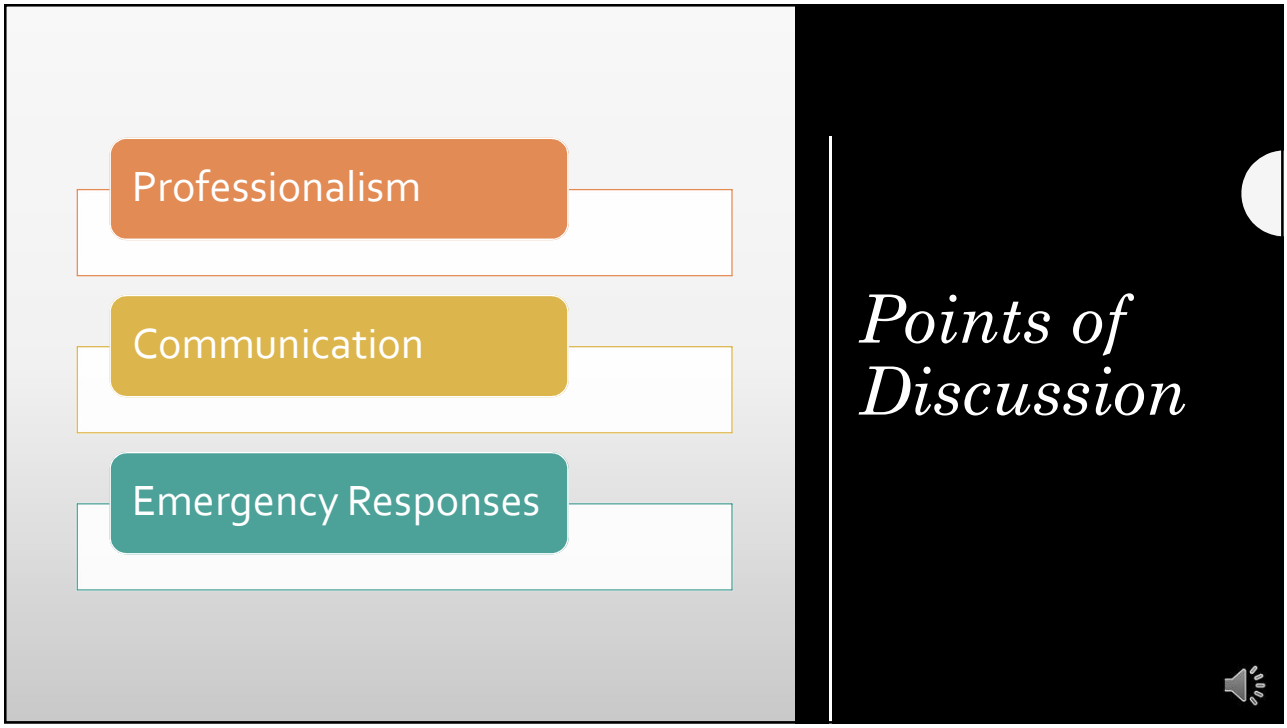
1


Professionalism
Communication
Emergency Responses
Points of Discussion

2

Professionalism

Professional Ethic –

Publicly displayed ethical conduct of a profession, usually embedded in a code of ethics: affirms the professional as an independent, autonomous, responsible decision maker

**Introduction to Radiologic & Imaging Sciences & Patient Care pg. 302*

3

Professionalism

Requires familiarity with several concepts

- Codes of ethics
- Values
- Patient-professional interaction models
- Patient's rights

4

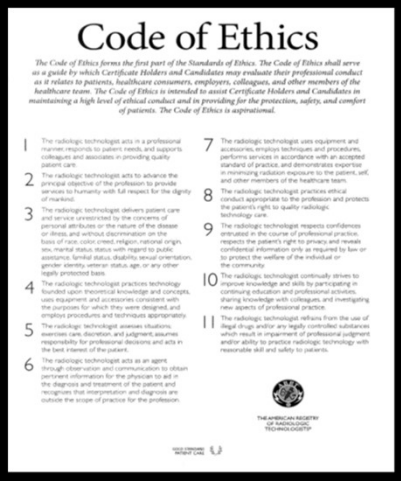
Code of Ethics

What is the purpose?

- Helps to ensure a high standard of practice
- Serves as regulatory function: specifying a certain conduct by which all members must abide by (ASRT/ARRT)
- Presents a framework for a systematic examination of beliefs

**Introduction to Radiologic & Imaging Sciences & Patient Care pg. 303*

5



Codes of Ethics for Radiography

- *ARRT* – American Registry of Radiologic Technologists
  - Part A & Part B
    - *Introduction to Radiologic Sciences and Patient Care: Appendix D, p. 339*
- ASRT – American Society of Radiologic Technologists
  - *Practice Standards for Medical Imaging and Radiation Therapy*
    - *Introduction to Radiologic Sciences and Patient Care: Appendix A, pp. 327-335*

6

Values

Definition

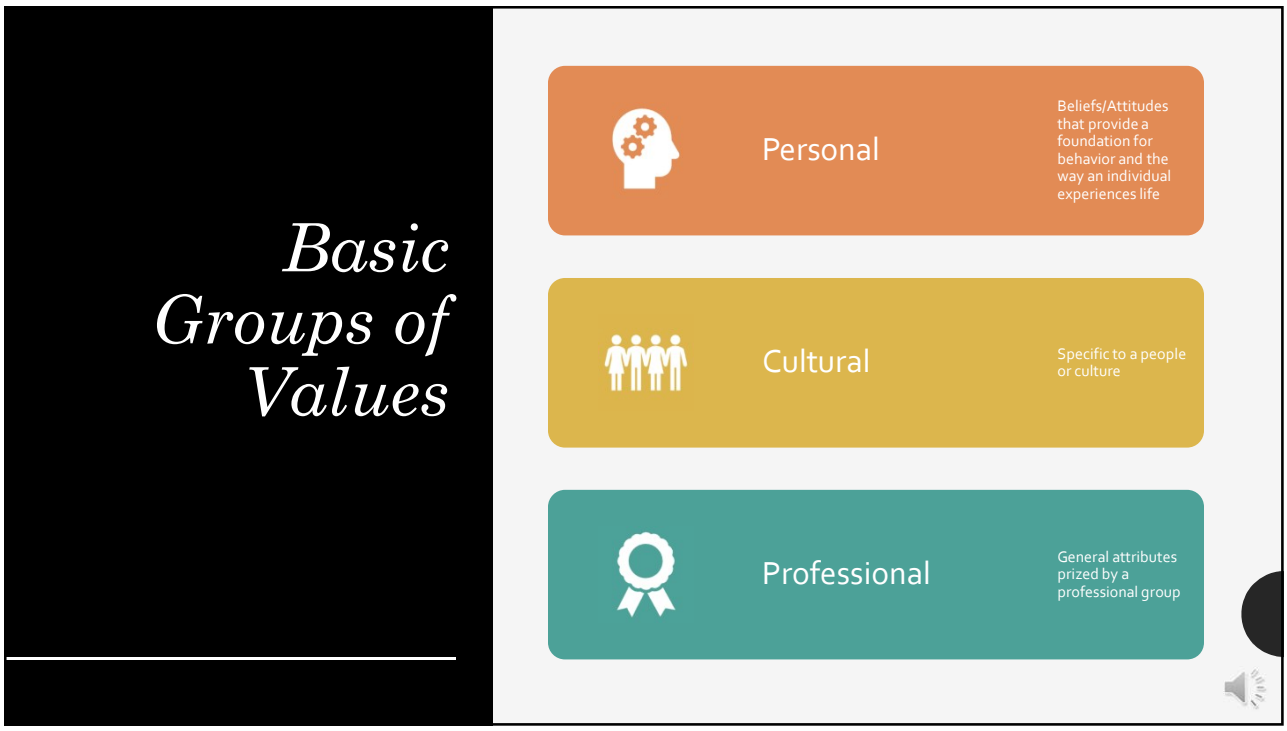
- Ideals and customs of a society toward which the members of a group have an affective regard; a value may be a quality desirable as an end in itself

Value System:

- Collection or set of values that an individual or group has as each person's personal guide

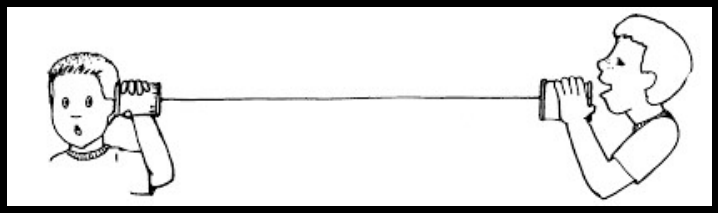
**Introduction to Radiologic & Imaging Sciences & Patient Care pg. 303*

7


Basic Groups of Values
Personal
Beliefs/Attitudes that provide a foundation for behavior and the way an individual experiences life
Cultural
Specific to a people or culture
Professional
General attributes prized by a professional group

8

Patient-Professional Interaction Models



- What are they?
  - An aid in ethical decision making
  - Describe interactions with patients
- Some models may work better than others or in combination with one another.

9

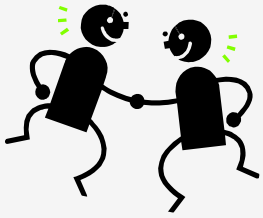
Patient-Professional Interaction Models

- *Engineering* - Defines the patient as a condition or procedure (not person)
- *Paternal/Priestly* - The caregiver acts in a paternalistic role and makes decisions *for* patients rather than *with* patients

10

Patient-Professional Interaction Models

- *Collegial* - More cooperative method of providing health care involving sharing, trust, and the pursuit of common goals
- *Contractual* - Defines health care as a business relationship between the provider and patient
- *Covenantal* - Agreement between the patient and health care provider
  - Patients best interests in mind
  - Patients ability to trust is often based on past experiences with health care providers



11

Health Communication

Concerned with how individuals in a society seek to maintain health and deal with health-related issues

– Key Elements of Communication

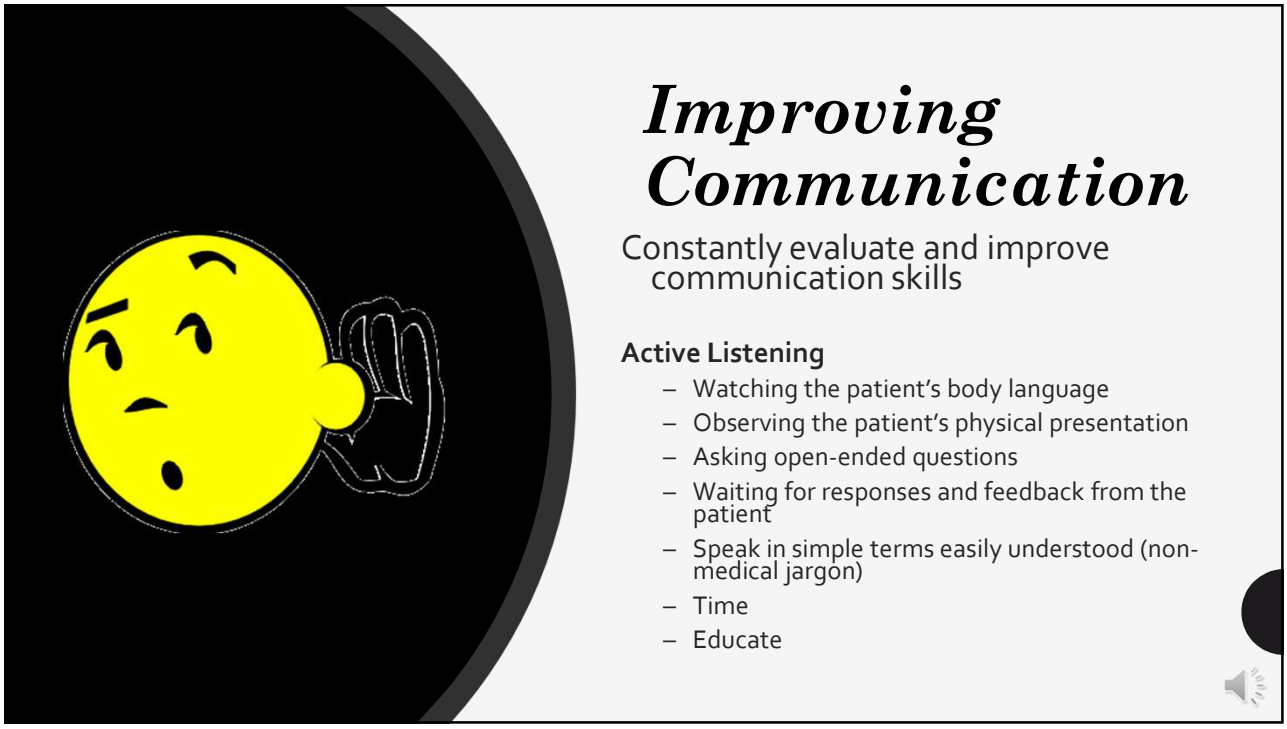
- The speaker or sender
- Language spoken or body language
- Environment
- Listening
- Feedback from receivers

12

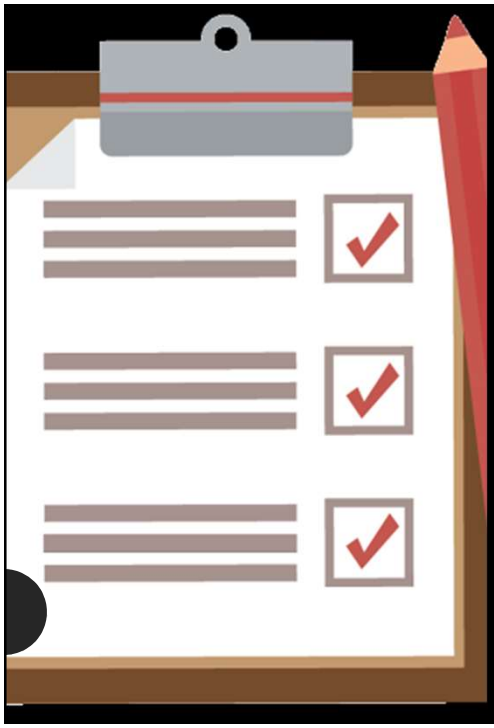
Obstacles in Communication

- Interruptions/distractions
- Visually impaired, speech and/or hearing impaired
- Cultural factors and/or language barriers
- Seriously Ill/Traumatized
- Mentally impaired
- Substance abusers
- Relationship concerning roles

13


Improving Communication
Constantly evaluate and improve communication skills
Active Listening
– Watching the patient's body language
– Observing the patient's physical presentation
– Asking open-ended questions
– Waiting for responses and feedback from the patient
– Speak in simple terms easily understood (non-medical jargon)
– Time
– Educate

14



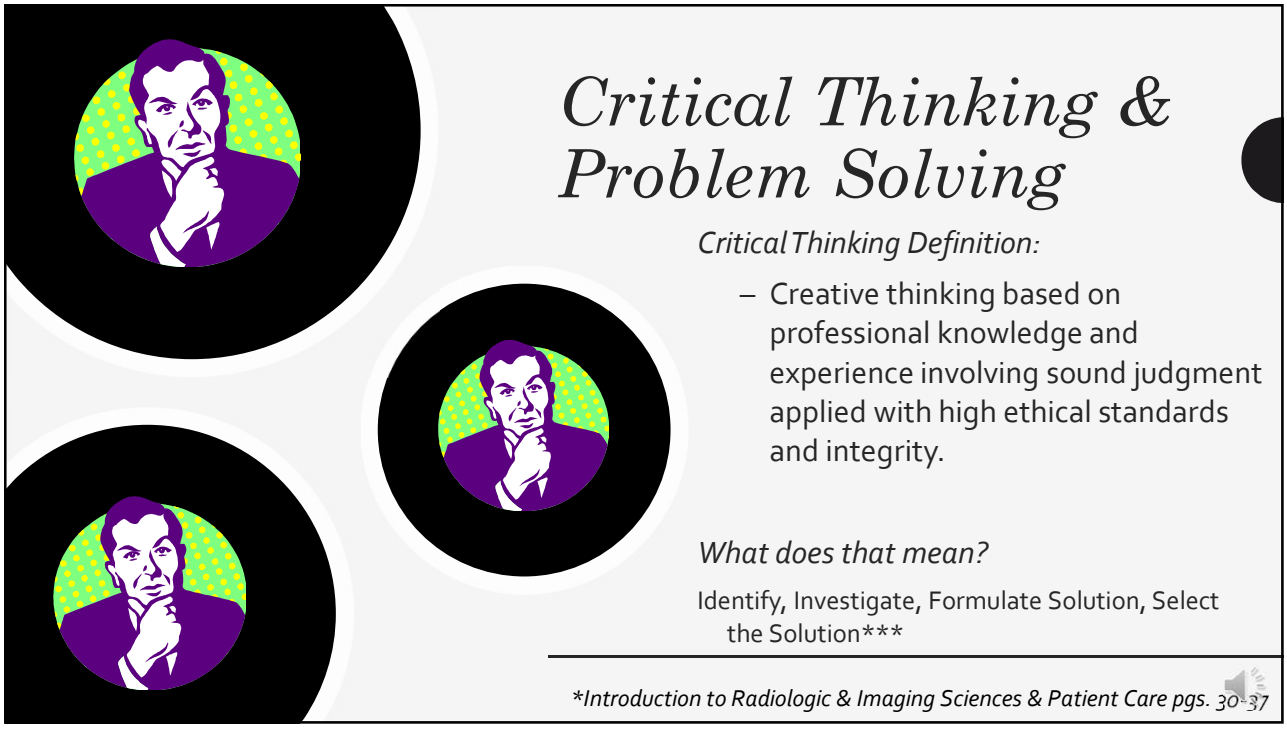
Patients Rights

The Patient Care Partnership

- Published by The American Hospital Association
- Helps patients understand their expectations, rights and responsibilities
- Outlines what patient's are to expect during their stay in the hospital:
  - High quality care
  - Clean and safe environment
  - Patient to be involved in their care
  - Protection of privacy
  - Preparing patient and their family to leave the hospital
  - Help with bill and insurance claims

**Introduction to Radiologic Sciences and Patient Care Appendix F, pp. 346-347*

15


Critical Thinking & Problem Solving
Critical Thinking Definition:
– Creative thinking based on professional knowledge and experience involving sound judgment applied with high ethical standards and integrity.
What does that mean?
Identify, Investigate, Formulate Solution, Select the Solution***
*Introduction to Radiologic & Imaging Sciences & Patient Care pgs. 30-37

16

Critical Thinking & Problem Solving

Learning extended beyond memorization

Steps in Critical Thinking:

- Identify the Problem
- Investigate the Problem
- Formulate a Solution
- Select the Solution

**Introduction to Radiologic & Imaging Sciences & Patient Care pgs. 30-37*

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TABLE 4.1 Steps in Critical Thinking and Problem Solving

Steps in Order	Potential Questions
Identify the problem	• Does a problem exist? • What is the problem? • What is the cause of the problem? • Solving the problem is whose responsibility?
Investigate the problem	• What is known about the problem? • What are all of the aspects of the problem, and how will these factors influence the outcome? • What are the key elements of the problem? • Who or what is or may be affected by this problem? • What are the safety, risk, and liability implications? • What are the technical considerations? • Will more than one solution or type of solution be needed?
Formulate viable solutions to the problem	• Are your decisions regarding the problem objective and based on professional knowledge, ethics, and standards? • How will these professional standards be applied and modified to fit the unique situation presented by the problem? • What additional reliable information or expertise is needed? • Do any similar problems exist that have been successfully solved that can guide you to possible solutions? • Will a creative solution be needed for this unique problem?
Select the best solution	• Which solution will allow for the best care of the patient and is within professional ethical standards? • Does this solution correspond with the procedures and protocol for your institution? • How quickly must the solution be enacted? • How does your solution affect the patient's outcome?

CRITICAL THINKING & PROBLEM SOLVING

*Identify, Investigate, Formulate Solution, Select the Solution****

**Introduction to Radiologic & Imaging Sciences & Patient Care pg. 32*

18

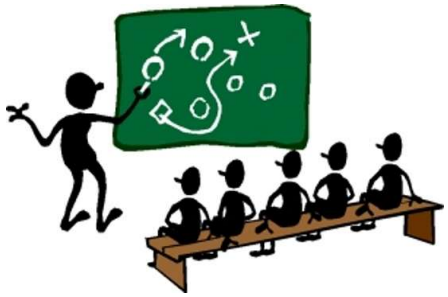
How can this be useful now?

Classroom/Skills Lab

- Freedoms without endangering the health of a patient

Clinical Setting

- Allows knowledge of problem solving to be used in a *real-world* environment (being reinforced by a supervising technologist)



**Introduction to Radiologic & Imaging Sciences & Patient Care pgs. 30-37*

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Joint Commission on Accreditation of Healthcare Organizations --1951

- *Mission:* To continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.

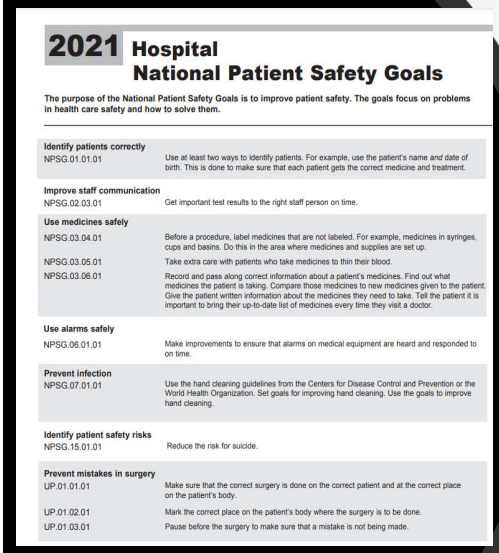
- *Vision Statement:* All people always experience the safest, highest quality, best-value health care across all settings.
  - Consistency

20

Joint Commission on Accreditation of Healthcare Organizations --1951

- Accredits and certifies more than 20,000 health care organizations and programs in the United States.
  - Recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards.
  - Standards have been introduced in 2016 that are more specific to Radiology
    - MRI, CT, etc.
    - Could be more in the future with Fluoroscopy

21



2021 Hospital National Patient Safety Goals

The purpose of the National Patient Safety Goals is to improve patient safety. The goals focus on problems in health care safety and how to solve them.

Identify patients correctly	
NPSG.01.01.01	Use at least two ways to identify patients. For example, use the patient's name *and* date of birth. This is done to make sure that each patient gets the correct medicine and treatment.
Improve staff communication	
NPSG.02.03.01	Get important test results to the right staff person on time.
Use medicines safely	
NPSG.03.04.01	Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups and basins. Do this in the area where medicines and supplies are set up.
NPSG.03.05.01	Take extra care with patients who take medicines to thin their blood.
NPSG.03.06.01	Record and pass along correct information about a patient's medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Give the patient written information about the medicines they need to take. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor.
Use alarms safely	
NPSG.06.01.01	Make improvements to ensure that alarms on medical equipment are heard and responded to on time.
Prevent infection	
NPSG.07.01.01	Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.
Identify patient safety risks	
NPSG.15.01.01	Reduce the risk for suicide.
Prevent mistakes in surgery	
UP.01.01.01	Make sure that the correct surgery is done on the correct patient and at the correct place on the patient's body.
UP.01.02.01	Mark the correct place on the patient's body where the surgery is to be done.
UP.01.03.01	Pause before the surgery to make sure that a mistake is not being made.

National Patient Safety Goals

- Established 2002 : Accredited organizations address specific areas of concern in regards to patient safety
- The first set of NPSGs was effective January 1, 2003

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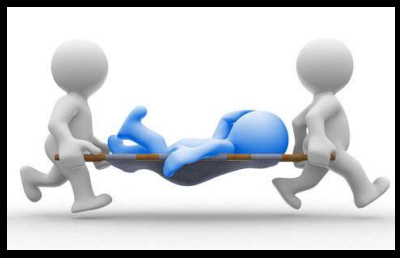

Code BLUE

Code used at this institution in paging individuals to participate in resuscitation of a patient who has had a cardiopulmonary arrest / failure or who is experiencing a potential life-threatening event.

- A pediatric Code **Blue** will be announced for all children 17 years and under.

❖ **Who can a Code Blue be called for?**

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Code BLUE

How is Code Blue called?

- In Hospital--Dial x6363
  - Tell the operator to page "Code **Blue**"
  - Tell operator your location
    - *Example: "Charlie 1, Radiology, Room 3"*
- In Outpatient centers call 911 only

24

Our Role: Code BLUE

- Call for help
- Assess vital signs
- Get emergency equipment to room
- Get chart to the room (unless electronic)
- Provide appropriate care while waiting for help to arrive
- Begin CPR if applicable - ABCs (CAB)
- Be prepared to provide history of events

25

RRT: Rapid Response Team

A team of clinicians who bring critical care expertise to inpatient bedside.

- Available in-house at all times
- Assesses and assists in the management of the patient

❖ ***When would a RRT be called?***

If an inpatient has a status change, call RRT

- Dial x6363
- MUST *BE SPECIFIC* if it is a pediatric patient

26

RRT: Our Role

Assure notification of the Attending physician by the appropriate person (Resident physician for Teaching Service patients)

Provide the Team with:

- A brief history of the situation, patient background and his/her assessment of the patient
- Patient's current and recent medications, laboratory results and recent interventions

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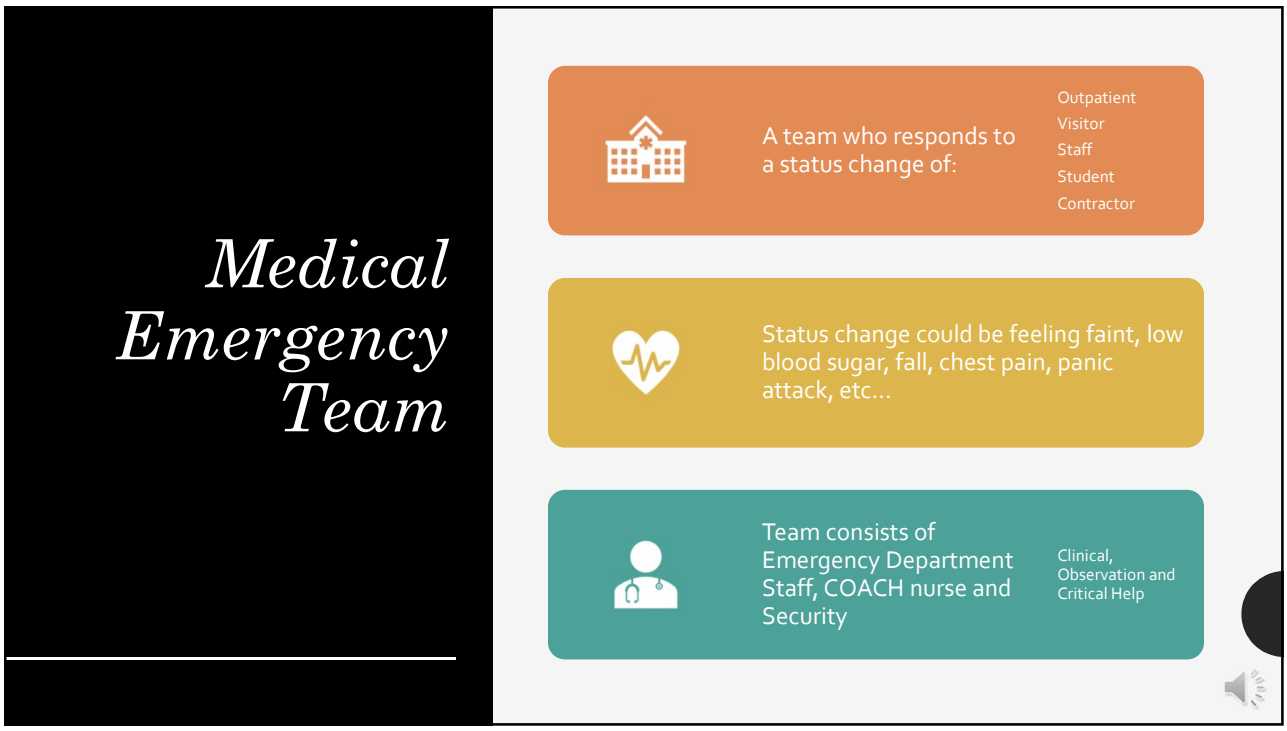
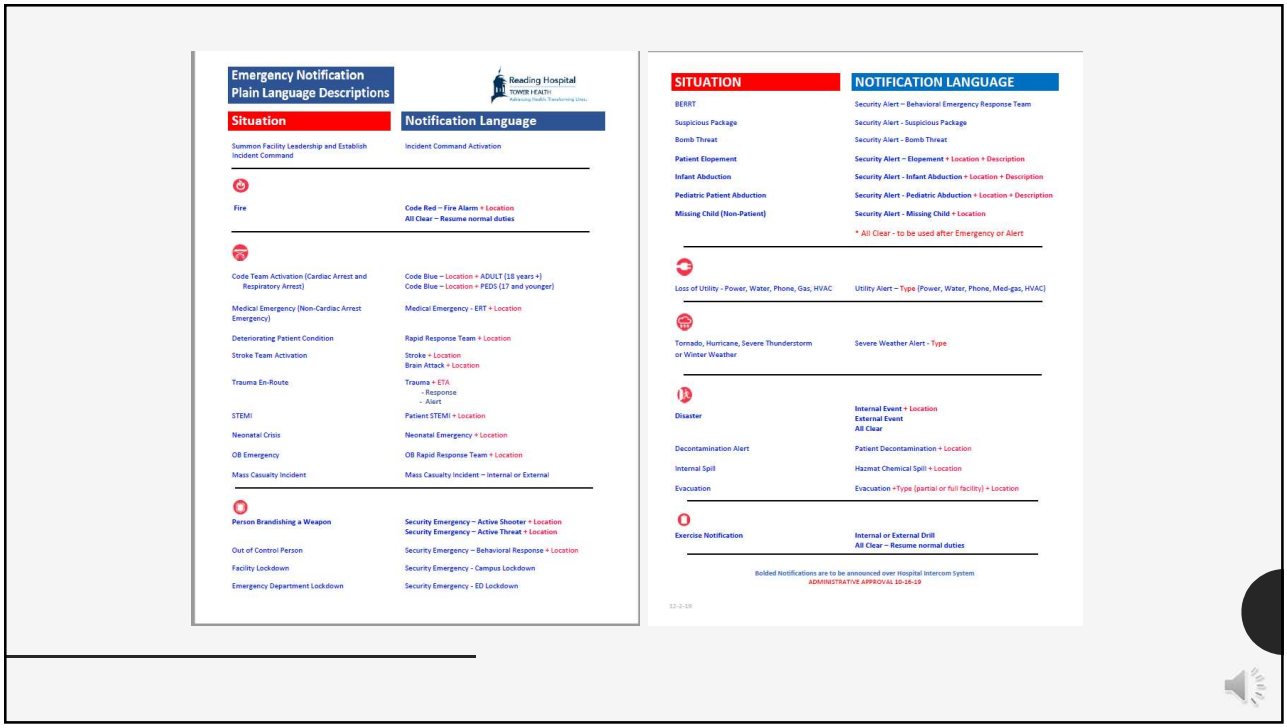

Medical Emergency Team
A team who responds to a status change of:
Outpatient
Visitor
Staff
Student
Contractor
Status change could be feeling faint, low blood sugar, fall, chest pain, panic attack, etc…
Team consists of Emergency Department Staff, COACH nurse and Security
Clinical, Observation and Critical Help

28

Medical Emergency: Our Role

- In Hospital-- Dial x6363
  - Tell the operator to page "Medical Emergency"
  - Tell operator your location
    - Example: "Charlie 1, Radiology, Room 2"
    - Specify if the patient is pediatric
- In Outpatient centers call 911 only

29



Emergency Notification Plain Language Descriptions

Reading Hospital
TOWER HEALTH

Situation	Notification Language
Summon Facility Leadership and Establish Incident Command	Incident Command Activation
Fire	**Code Red – Fire Alarm + Location** **All Clear – Resume normal duties**
Code Team Activation (Cardiac Arrest and Respiratory Arrest)	Code Blue – Location + ADULT (18 years +) Code Blue – Location + PEDS (17 and younger)
Medical Emergency (Non-Cardiac Arrest Emergency)	Medical Emergency - ERT + Location
Deteriorating Patient Condition	Rapid Response Team + Location
Stroke Team Activation	Stroke + Location Brain Attack + Location
Trauma En-Route	Trauma + ETA - Response - Alert
STEMI	Patient STEMI + Location
Neonatal Crisis	Neonatal Emergency + Location
OB Emergency	OB Rapid Response Team + Location
Mass Casualty Incident	Mass Casualty Incident – Internal or External
Person Brandishing a Weapon	**Security Emergency – Active Shooter + Location** **Security Emergency – Active Threat + Location**
Out of Control Person	Security Emergency – Behavioral Response + Location
Facility Lockdown	Security Emergency - Campus Lockdown
Emergency Department Lockdown	Security Emergency - ED Lockdown

SITUATION	NOTIFICATION LANGUAGE
BERRT	Security Alert – Behavioral Emergency Response Team
Suspicious Package	Security Alert - Suspicious Package
Bomb Threat	Security Alert - Bomb Threat
Patient Elopement	Security Alert – Elopement + Location + Description
Infant Abduction	Security Alert - Infant Abduction + Location + Description
Pediatric Patient Abduction	Security Alert - Pediatric Abduction + Location + Description
Missing Child (Non-Patient)	Security Alert - Missing Child + Location
	* All Clear - to be used after Emergency or Alert
Loss of Utility - Power, Water, Phone, Gas, HVAC	Utility Alert – Type (Power, Water, Phone, Med-gas, HVAC)
Tornado, Hurricane, Severe Thunderstorm or Winter Weather	Severe Weather Alert - Type
Disaster	**Internal Event + Location** **External Event** **All Clear**
Decontamination Alert	Patient Decontamination + Location
Internal Spill	Hazmat Chemical Spill + Location
Evacuation	Evacuation +Type (partial or full facility) + Location
Exercise Notification	**Internal or External Drill** **All Clear – Resume normal duties**

Bolded Notifications are to be announced over Hospital Intercom System
ADMINISTRATIVE APPROVAL 10-16-19

12-2-19

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Emergency Numbers
Code Blue/RR Team/ Medical Emergency:
X6363
Non-Medical Emergency:
X8222
Code Help:
X5555
Customer Service:
X8888

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