

STUDENTS' PERCEPTIONS ON INTEGRITY OF HEALTHCARE PROFESSIONALS IN HONG KONG



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SUSPENDED CARE & ATTENTION HOME LICENSE CAMBRIDGE NURSING HOME, TAI PO, 2015 《劍橋護老院虐老風波》

DATE OF THE INCIDENT (日期): May 2015

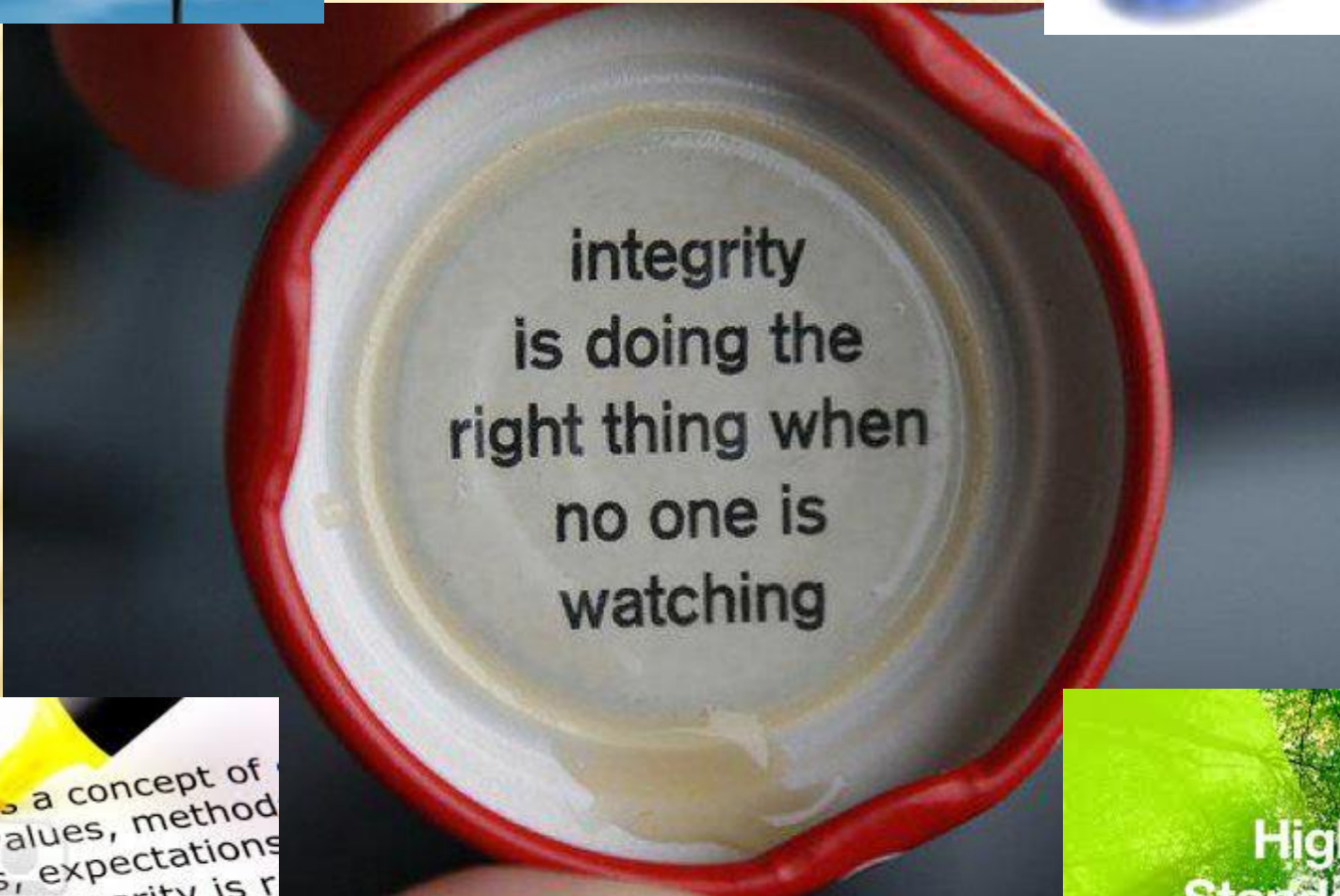
THE INCIDENT (事件):

《明報》以偵查報道形式揭發《大埔運頭街劍橋護老院》，職員在露天平台上將部分缺乏自理能力的女住客脫至全裸或半裸，將她們推入室內洗澡，其他護老院住客及院舍所在大樓與周圍大廈樓上居民可以看到。

CONSEQUENCE (結果): 該護老院不獲社署續牌，逾50名長者獲安排搬遷安置。

THE SOCIAL IMPACT (社會關注): 事件涉嚴重侵犯長者私隱，有損長者尊嚴，引起全民關注。社署過去5年向該院舍發出15次警告，但卻零檢控。





Integrity
Integrity is a concept of actions, values, method principles, expectations. In ethics, integrity is honesty and truthfulness in one's actions. Integrity is the opposite of hypocrisy.



UPHOLD INTEGRITY IN HEALTHCARE EDUCATION

- ✘ **High-quality healthcare services is built on professional integrity.**
- ✘ **Integrity** has been introduced into the **curriculum** of medical, nursing and allied health programmes.
- ✘ **Integrity** is a personal conduct, it is **seen but difficult to measure.**
- ✘ The learning outcomes of professional integrity have to be measured in a **more tangible manner.**
- ✘ The mind-set of **new blood of healthcare professionals** should pay **high regard to integrity.**



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AIMS OF STUDY

- ◆ To raise students' awareness of aspects of professional integrity commonly encountered in healthcare settings.
- ◆ To prepare them for integrity conflicts in their future healthcare workplace



STUDY METHOD

Questionnaires of Surveys (1) & (2) on professional integrity were distributed to students of health studies of associate degree in Nov & Dec 2015.

- ◆ **Survey (1)**
 - examined students' expectation of professional characteristics
 - examined students' views of a court case on newspaper (smacking of elderly by a healthcare worker in a residential care home.)
- ◆ **Survey (2)**
 - Examined students' acceptability to conflicts in professional integrity.
- ◆ **Focus group interview**
 - will be conducted after the clinical practicum to gather themes of professional integrity.

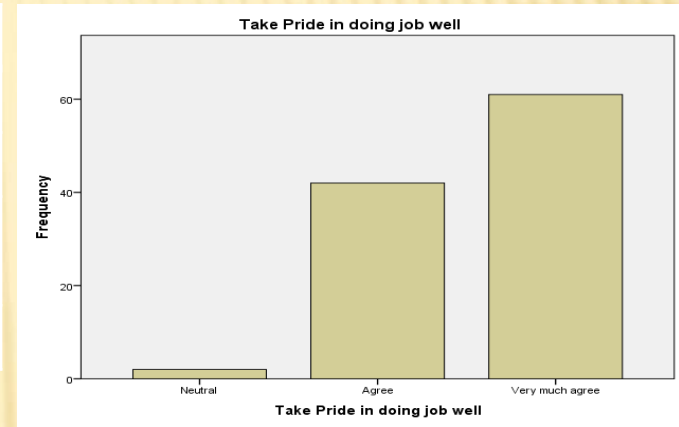
THE IMPLICATION OF STUDY

- ◆ This study is an early exposure to stimulate students' response to conflicts in healthcare situations and professional integrity.

PRELIMINARY RESULT SURVEY (1) :

STUDENTS' EXPECTATION OF PROFESSIONAL CHARACTERISTICS

Survey 1 : (n=105) Students' Expectation of Professional Characteristics	
Gender	F: M = 84: 21
Age	18-20
Prior Clinical experiences	91 prior clinical (2 - 7 weeks) 14 no clinical experiences
Career aims :	100 Nursing: 5 Non-nursing



Majority of respondents (n=105) agreed that healthcare professionals should process the following Professional Characteristics:

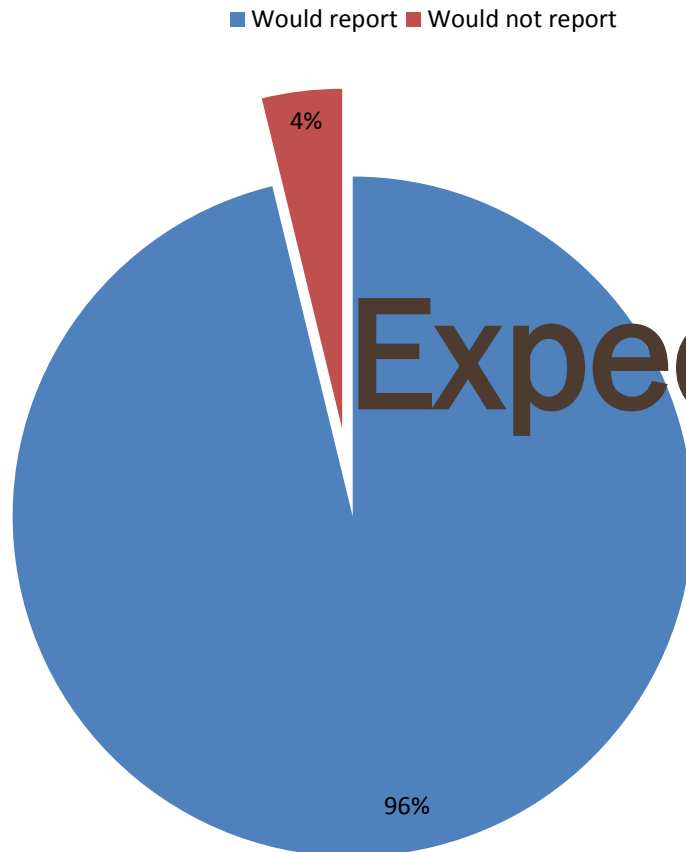
1. Take pride in doing a job well (98.1%)
2. Seek development in improving skills (99%)
3. Not satisfy with substandard result & seek to put things right (91.4%)
4. Prepared to acknowledge mistakes and take appropriate steps to prevent mistakes from happening again (100%)
5. Show respects to others who consult them for professional capacity (99%)

PRELIMINARY RESULT SURVEY (1) :

STUDENTS' EXPECTATION OF PROFESSIONAL CHARACTERISTICS

105 questionnaires were returned out of the 125 distributed. (Response rate 84%)

“Would you report the witnessing of smacking of elderly by other healthcare worker in a residential care home”?



Respect

Expected behaviour

Probity

Responsibility and Reliability

Professional Standards

Self respect of the Professionals

PRELIMINARY RESULT SURVEY (2) :

STUDENTS' ACCEPTABILITY TO CONFLICTS OF PROFESSIONAL INTEGRITY

Survey 2 (n=129) Response rate: 99.2%

Gender

F96:M33

Age

18-20

Prior clinical experiences

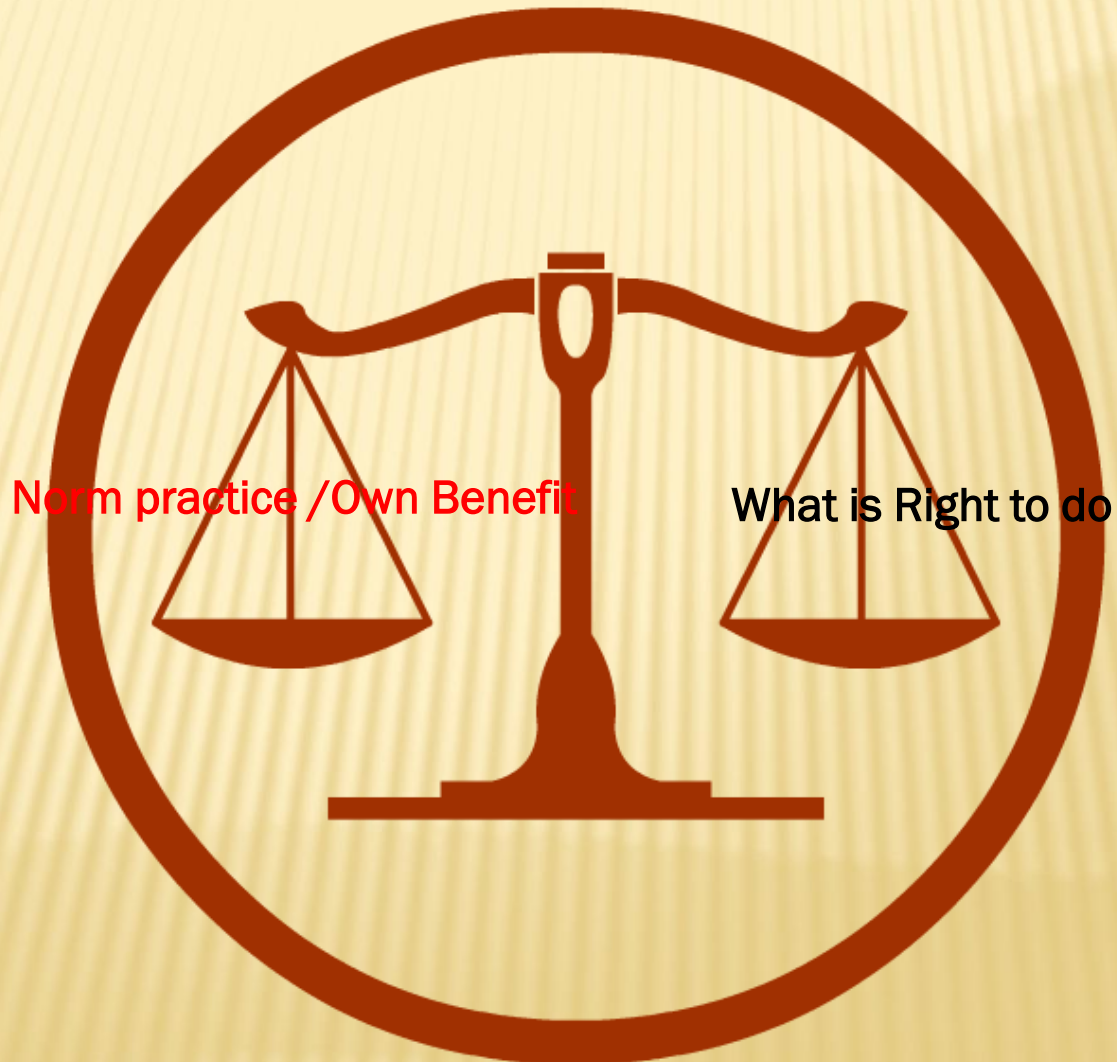
115 (2-7 weeks clinical experience)
14 (no clinical experience)

Career aims :

124 Nursing : 5 Non-Nursing

PRELIMINARY RESULT SURVEY (2) :

STUDENTS' ACCEPTABILITY TO CONFLICTS IN PROFESSIONAL INTEGRITY (N=129)



**% Students who expressed the followings as
"Absolutely NOT Acceptable" or " Usually NOT acceptability" in health professionals.**

1. Malpractice 專業失當 (98.5%)

Take part in unnecessary and invasive nursing care procedures. 醫護人員對病人進行不必要的入侵性護理程序。

2. Failure to provide privacy 未有保障病人私隱 (92.3%)

Curtain of a cubicle was not drawn during diaper changing. 醫護人員換尿片時太忙、沒有拉簾。

3. Dishonesty 不誠實行為 (81.4%)

Improper acceptance of gifts, food packages, sponsorship, red packet and donation money without reporting to senior staff. 未向上司會報, 收取病人贈送的禮物、食物、利是或金錢。

4. Failure in keeping confidentiality 未有保障病人資料 (72.1%)

Disclose/interpret medical reports/diagnosis to clients by a non-medical doctor.
在病人詢問下, 護理人員(非醫生)透露醫療報告內容 / 病症診斷。






5. Non-compliance to procedures due to short of time 貪快未有正確完成護理程序 (65.9%)

Use of restrain without informed consent by family members. 醫護人員因怕病人跌倒或出走, 未得病人家屬同意便使用束博帶。

6. Misconducts 行為不檢 (49.6% NOT acceptable) (40.3 Neutral) (10.1% acceptable)

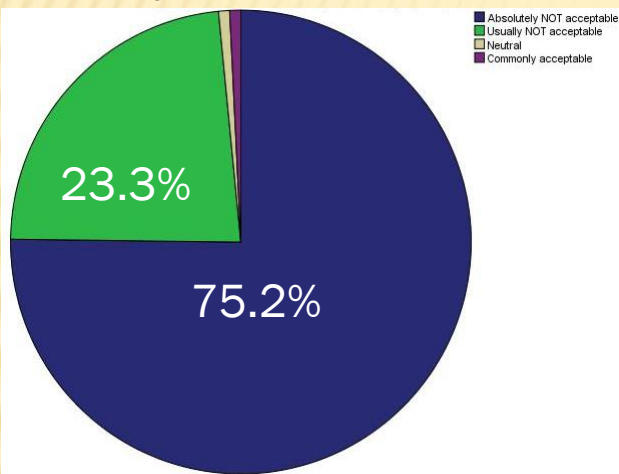
Health professionals being convicted of an offence by law in Umbrella Revolution in 2014.

2014年10月「雨傘運動」, 一名職業治療師用水樽, 故意將水潑向警員, 令其面頰及上半身濺濕。被裁定普通襲擊罪成, 並准有條件釋放, 自簽1千元, 守行為1年及繳付堂費。

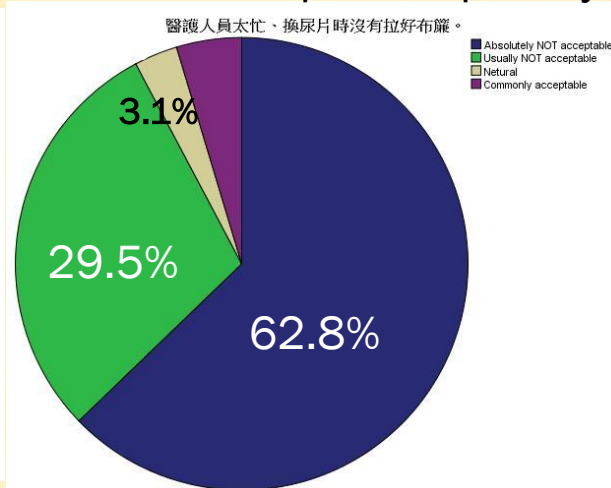
-  Absolutely NOT acceptable
-  Usually NOT acceptable
-  **Neutral**
-  Commonly acceptable
-  Absolutely acceptable

RESULTS OF SURVEY (2) : ACCEPTABILITY OF HEALTH CARE PROFESSIONAL INTEGRITY

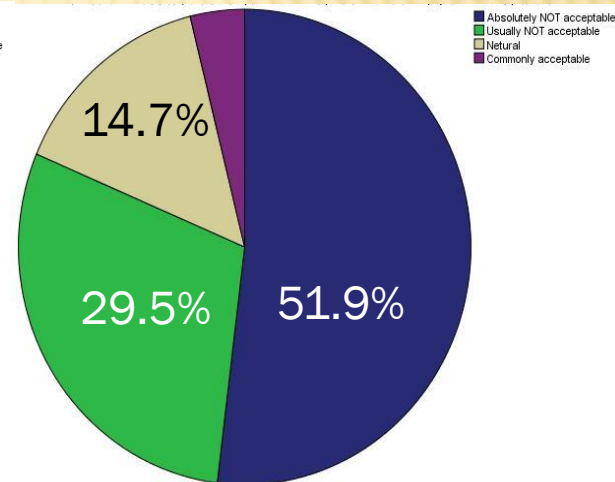
1. Malpractice



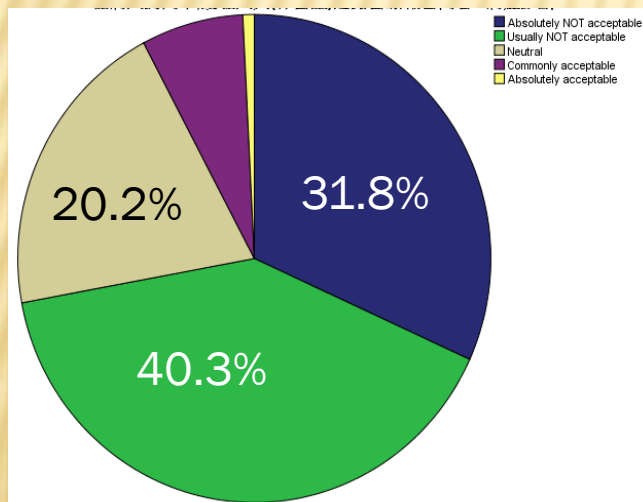
2. Failure to provide privacy
醫護人員太忙、換尿片時沒有拉好布簾。



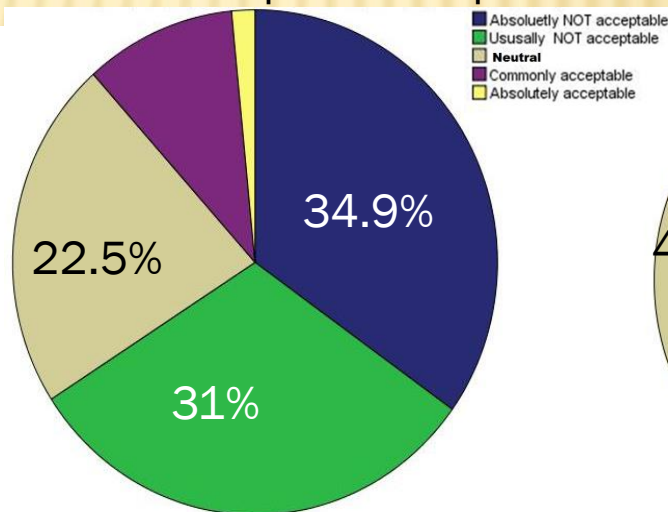
3. Dishonesty



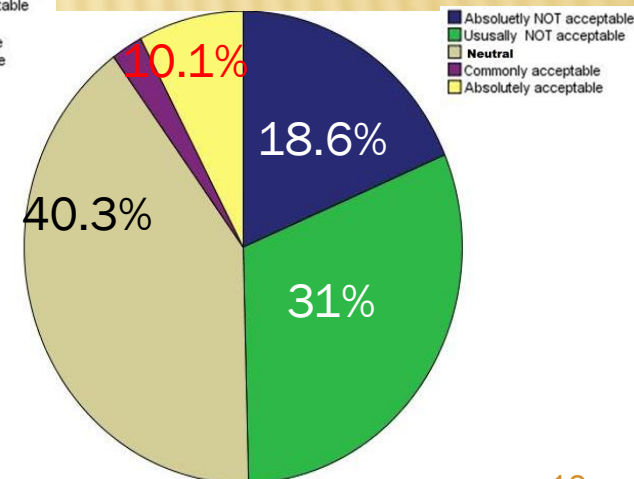
4. Failure to keep confidentiality



5. Non-compliance to procedures



6. Misconducts



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FINDINGS

1. Professional standard is highly expected of healthcare professionals.
Malpractice is NOT acceptable.
2. **Failure to keep privacy** takes the lead apart from malpractice.
3. **Honesty** is the pillar of integrity, it is highly expected.
4. Controversial results were found in:
 - Non-compliance to proper procedure
 - Failure to keep confidentiality and
 - Misconducts
5. **Flexibility** and **discretion** is exercised by respondents facing unique situations. Respondents were exercising their **critical minds**, to **strike the balance** between reality, need and integrity.

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DISCUSSIONS :

1. **“Respect to elderly”** most frequently appeared in the narratives
 - That implies a very core concerns on **respects on human rights** as a person.
 - It reflects that respondents (aged 18 to 20) place high regard to **“being respected”**.
2. Most respondents mentioned **“if....”**
It showed their **passion, courage to uphold integrity.**
 - IF they didn't take the action, further harm will result
 - They thought of the **deterrence effect**
 - “.....even if I may be fired”
3. Probity means internal good intention / conscientious (良心)
 - “Not to regret...” was often mentioned
4. **“Responsibility and reliability”** and **“ Professional standards”** and **“Self –respect”** shared similar % occurrence from 25.7% to 28.6%
3. **4%** respondents would **NOT report** the incidence
 - They valued the relationship with peer co-workers.
 - They were **afraid of being fired and loss of job.**
 - 1 respondent would report the incidence anonymously

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CONCLUSIONS

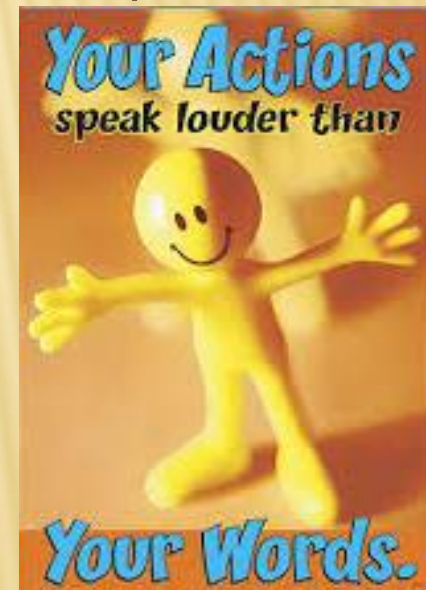
1. Integrity of healthcare professionals is **highly expected by students**.
2. There is a **need to uphold Integrity** in the healthcare education.
3. **Clinical practicum** provides the chance for students to experience the conflicts of integrity

LIMITATIONS

1. This is only a pilot study
2. Validation of instruments
3. Questionnaires were hypothetical scenarios

FURTHER STUDY

1. Further study with students with or without clinical experience for statistical analysis





THANK YOU!