

Professional Resilience Meets the Quadruple Aim: Professional Mandate, Ethical Imperative

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Abstract: Health care professionals face daily disruptors that interfere with their ability to render quality patient-centered care; client and family complexity, workplace dynamics, regulatory adherence, access to care, plus evolving technology to name a few. Professional performance excellence has become the latest casualty of workplace stress.

In response, industry experts call for an added element to the 'Triple Aim', improving the experience of providing care. The mandate for professionals to find joy and meaning in their work is now an ethical imperative. Engage the Professional Resilience Paradigm[®] to empower your workplace performance. Learn how to effectively manage professional boundaries and master your ethical persona. Seize control and become the professional you envision.

Learning Objectives:

1. Identify three industry disruptors to impede ethical performance
2. Define and apply the 'Quadruple Aim' to attendees' practice setting
3. Define Professional Resilience[®] specific to health care professionals
4. Identify and apply the core components of the Professional Resilience Paradigm[®]

Outline:

I. Introduction: 5 minutes

II. The Impact: 15 minutes

III. The Tides of Change 2017: 20 minutes

IV. The Quadruple Aim: 20 minutes

V. The Ethical Imperative: 10 minutes

- Application: Integrates case scenarios with relevant ethical and professional codes and standards including but not limited to:
 - American Case Management Association (ACMA) (2013) Standards of Practice and Scope of Services: Standard III Professionalism
 - American Nurses Association (ANA) 92015) Code of Ethics: Provision 2
 - Case Management Society of America (CMSA) (2016) Standards of Practice: Standard K, Ethics;
 - Commission for Case Manager Certification (CCMC) (2015) Code of Professional Conduct: Ethical Tenets, Underlying Values, Principle 4
 - National Association of Social Workers (NASW) (2017) Code of Ethics: 1.01 Commitment to Clients, 2.03 Interdisciplinary Collaboration, 2.10 Unethical Conduct of Colleagues ; 4.01 Competence

VI. Implementing the Professional Resilience Paradigm[®]: 15 minutes

- a. The Definition

- b. The Building Blocks
- c. The Strategies
- d. Revisioning defined
- e. The Revisioning Tool®:

VII. Wrap-up/Q & A 5 minutes

Time: Times shown in outline are for 90 minute version only

**2 hours session includes expanded Section VI as noted above, and additional case scenario interactive breakout with discussion for Section V (60 minutes)

***3 hour session includes expanded Section VI as noted above, and expanded case scenario interactive breakouts with discussion for Section V (90 minutes). One 15 minutes break is added, but not included in the 3 hour total.

Presentation Mode: PowerPoint, Lecture, interactive groups

Relevance to Professional Case Management, Nursing, Social Work, And Allied Health: The importance of a solid professional identity is a cornerstone of Health and Human Services professional disciplines. Nursing, Social Work, and other Allied Health Professions share a practice culture to care for others before or in lieu of themselves. This sets professionals up for ethical challenges in the workplace. Resilience theories empower the diverse populations we intervene with; however their application for the professional has new priority. In light of the complex scenarios faced across transitions of care, professionals must define strategies to prioritize their individual self-care and promote their value. The workforce must put enhanced attention to practice boundaries, and acknowledging professional identity as a core competency to assure career sustainability plus quality interventions for industry consumers.

References:

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