# Code of Conduct Professional Principles, Standards and Ethics for Pharmacists



Autumn 2019



# Overview for this evening

- What is the Code of Conduct?
- Why and how was the Code revised?
- What is different in this revised Code?
- Why does the Code matter?
- Guest speaker
- Ethical dilemma & group discussion

What is the Code of Conduct?

 Public declaration of the principles and ethical standards which govern pharmacists in the practice of their profession, and which the public, patients, other healthcare professionals and society require and expect from pharmacists. First published in 2009

Why was the Code reviewed?

PSI Council considered it appropriate that it be reviewed to reflect changes in Irish society and in pharmacy practice since 2009

Aim: support pharmacists in their current and future professional practice, and to ensure that pharmacists provide the best possible health outcomes for their patients

## **Review Process**

Engagement

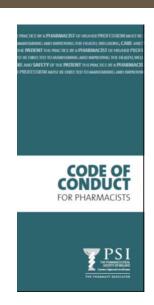
- Internal Review & Research
- Public + Stakeholders +Pharmacists

Update

- Expert Workshop
- Public consultation on draft

Publish

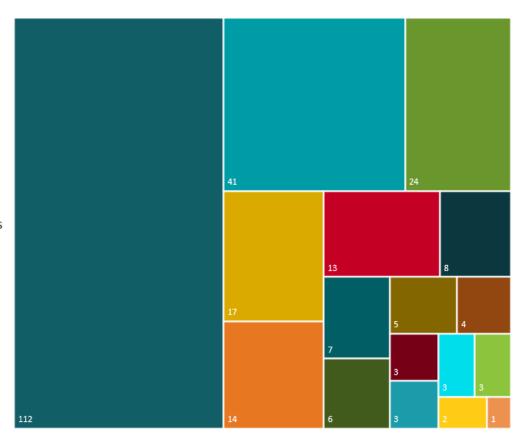
- Competition and Consumer Protection Commission
- Minister for Health



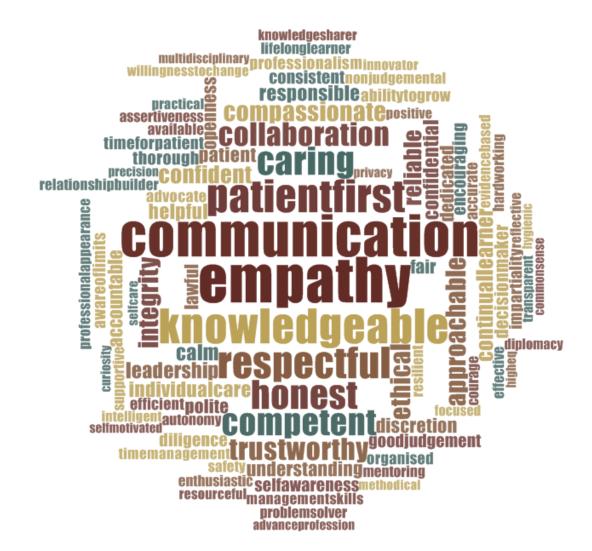


Themes to be strengthened in the Code of Conduct

- Professional judgement
- Patient first
- CPD and competence
- Communication
- Collaboration
- Other themes
- Raising a concern
- Confidentiality
- Health and wellbeing of pharmacists
- Honesty and integrity
- Incident reporting/Open disclosure
- Off-duty conduct
- Assisted decisionmaking
- Vulnerable people
- Patient safety
- Leadership
- Consent



Important
Character
traits for
pharmacists



# Revised Code Drafted

## In the context of

- ➤ Themes to be strengthened
- ➤ Character Traits highlighted
- ➤ Expert Feedback
- ➤ Societal Changes
- **➤** Legislative Changes

Draft Code published for Consultation



## **Emerging Themes**

Professionalism

Open Disclosure and Raising Concerns

Evidence based practice

**Societal Expectations** 

**Conscientious Objection** 

**Maintaining Competence** 

Code updated and finalised



The number of principles has increased from 6 to 7

The language of the Code is clearer

Increased focus on using professional judgement and clinical expertise in order to make ethical decisions, while observing relevant legislation, practice standards and guidance

Distinctly patient focused, centred on professionalism and care



# Why does the Code matter?



#### **Ethics**

Values

**Behaviours** 

Provides a framework to support pharmacists in making difficult decisions

Guide practice – public interest



#### **Misconduct**

Case Law: serious breach

"conduct has fallen seriously short...of the standard of conduct expected amongst practitioners"

Misconduct is **not** an act, omission or pattern of conduct that consists of a wrongly formed, but honestly formed, professional judgement.



### **Applying the Code**

Comply with the 7 principles

Use professional judgement and clinical expertise to make ethical decisions

Use the Code in tandem with legislation, practice standards and guidance

Justify any decisions made

Must vs should



#### **Trust**

Professionalism

Competence

Probity

Integrity

Accountable

# 21 October 2019

When does the 'new' Code come into effect?

The 2009 Code shall continue to apply to all actions taken by pharmacists prior to the 2019 Code coming into effect

# Ethical Dilemma



## **PSI Website – Supporting Resources**

#### **Code of Conduct- Professionals Principles, Standards and Ethics for Pharmacists**

The Code of Conduct is a public declaration of the principles and ethical standards which govern pharmacists in the practice of their profession, and which the public, patients, other healthcare professionals and society require and expect from pharmacists. The Code of Conduct was revised and updated in 2019. The updated Code acknowledges the changes that have taken place in the delivery of healthcare in recent years, the evolving role of pharmacists and the exercise of professional judgement by pharmacists in the fulfilment of their professional responsibilities to patients and the public. The updated Code applies to all pharmacists and is distinctly patient-centred, focussing on ensuring that all pharmacists practise in a way that maintains and improves the health, wellbeing, care and safety of patients. The revised seven-principle Code is intended to support pharmacists working in modern Ireland and has taken into account changes in Irish healthcare legislation and our society.

The new Code was launched on 25 September 2019 to coincide with World Pharmacists Day and will come into effect on 21 October 2019. The Code of Conduct (2009) remains in place until 21 October 2019.



#### Seven Principles in the Code

#### Expand all

- Put the Patient First
- Act Professionally
- Communicate Effectively
- Work With Others
- Show Leadership
- **Maintain Competence**
- Be open and Honest

#### **Ethical Decision** Making Tool

#### Dilemma presents.....





#### Establish and agree

all relevant facts relating to the scenario (with any relevant parties, including the patient) and

seek any additional information required

- ? What is the ethical issue or dilemma of 'right and wrong'
- ? Is there any conflict of values making this more complex ? Have the patient's wishes been considered
- ? Has the patient sufficient information to make an informed
- ? Consider any other factors of relevance



Concisely identify all

#### possible courses of action and the consequences of each

- Identify possible courses of action
- Assess and consider the advantages and disadvantages of each
- In considering each option ask yourself-
- ? Is this in the patient's best interest and does it. support your professional role to protect the public
- ? If viewed by the public, would your decision withstand scrutiny
- ? Would your action be viewed as appropriate by your peers and be reasonable as a course of action



#### Identify course of action detail justifications

document process and action

- Identify the most appropriate course of action

- Detail how your decision supports the most appropriate outcome for the patient. In he situation presenting



#### Identify and make changes

required to improve practice

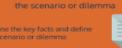
- Consider what went well.
- Consider what didn't go well What could be supported or
- process/structures to improv
- Put a plan in place to impler



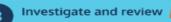




litate sharing learnings



Accurately define



relevant resources and supports

#### including:

- · relevant legislation
- Practice guidance
- Code of Conduct for pharmacists
- ? What parts of the Code of Conduct are relevant to the dilemma
- ? What does the legislation say
- ? Are there any guidelines or standards in this area?
- ? Which of your own policies or guidelines need to be
- ? Consider any other relevant research or literature
- ? Consult colleagues to ensure you have all the information you need

#### **Discuss**

scenario and resolution options with colleagues, peers and the patient

- ? Who can I discuss this issue with
- ? Are there any other stakeholders or persons involved

#### Analyse decision and outcomes

as part of broader Audit and Risk review processes

? Review and reflect on the outcome of your

- decision and the decision making process ? Consider what you learnt from the process and the
- ? Consider what could have been done differently to
- produce a better patient outcome



Share learning with colleagues and peers

jues, pharmacists and

# **ANY QUESTIONS?**



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