

Maintaining Healthy Boundaries in the Outpatient Dialysis Clinic

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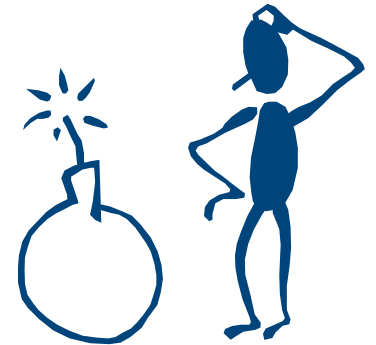
Thursday, February 17, 2011

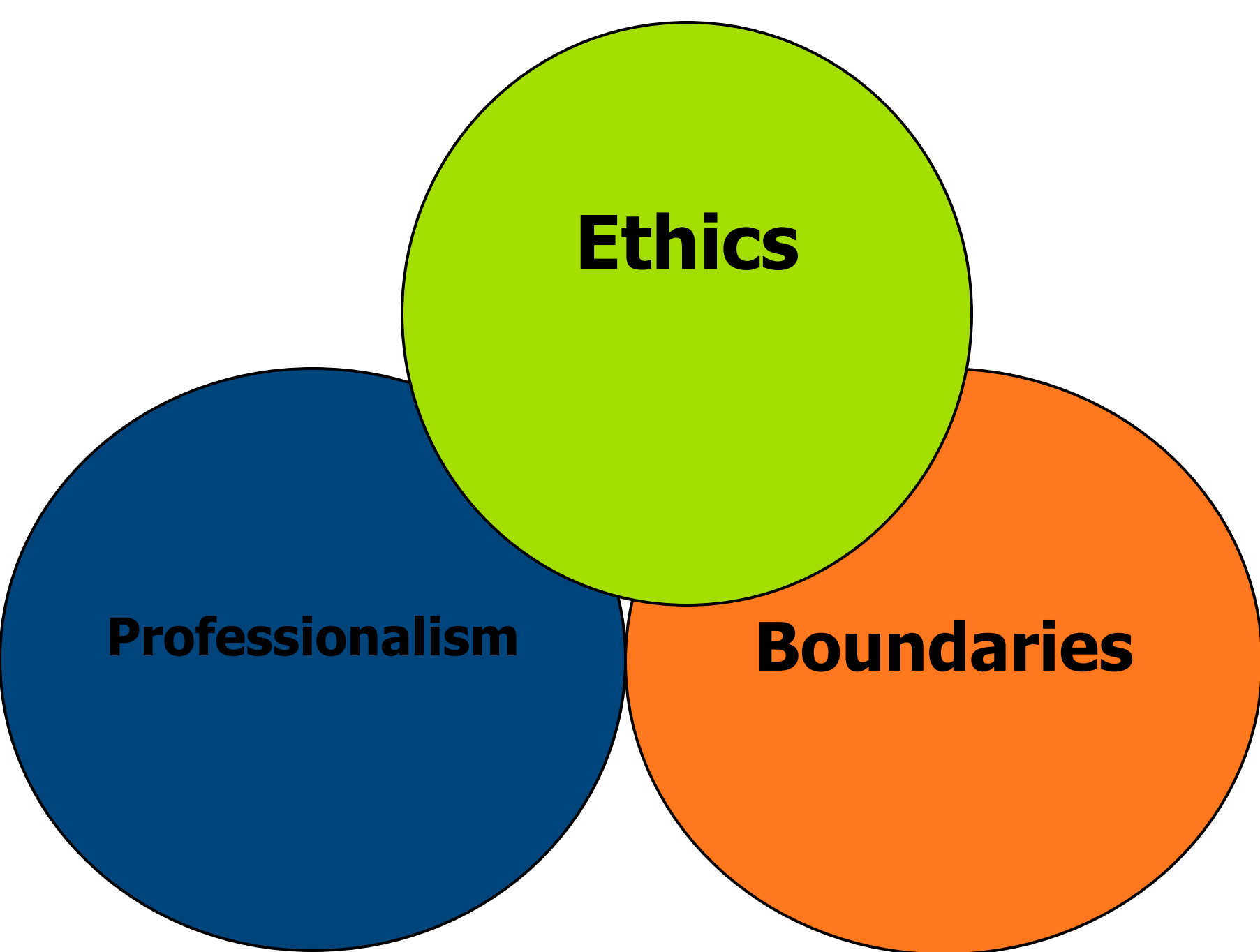
1:30pm-2:30pm

**This Session will Begin Momentarily
The Session is Being Recorded
Lines Will Be On Mute and Opened Thereafter for Q &A**

Or...

“All I did was buy
her a bag of chips.”





Ethics

Professionalism

Boundaries

What Is A Boundary?



Boundaries Are...

1. Guidelines for professional behavior

A Dialysis Professional

“Characterized by or conforming to the technical or ethical standards of a profession; exhibiting a courteous, conscientious, and generally businesslike manner in the workplace”

Webster's Dictionary

Case Scenario

- A Retired Colonel calls the Network disgruntled that the social worker is disrespectful because she calls him honey, sweetie, baby, child, cutie.

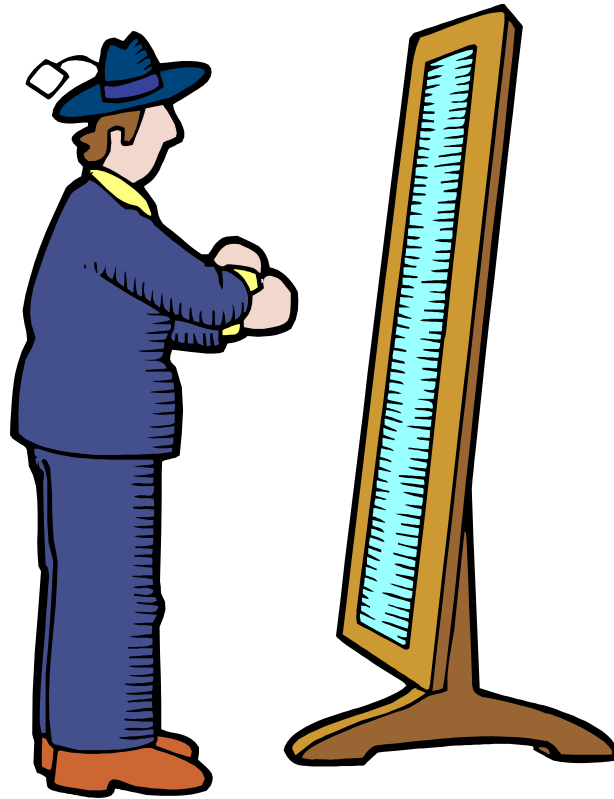
To Be Aware Of

- ❑ Dress and appearance
- ❑ Language
- ❑ Topics of conversation
- ❑ Use of time and/or place for employee breaks

And...

Recognition and respect for
what your purpose is for
being in the dialysis clinic.

The Greatest Challenge To Professionalism?



Could It Be Us?

1. We do what's most convenient
2. We do what we must to win
3. We rationalize our choices with relativism

Maxwell, 2003

There's No Such Thing as
"Business Ethics"

“Relativism”

“Making matters worse is people’s natural inclination to be easy on themselves, judging themselves according to their good intentions- while holding others to a higher standard and judging them by their worst actions. Where once our decisions were based on ethics, now ethics are based on our decisions”

Maxwell, 2003

How Do Boundaries Help You?

- Burnout
- Compassion Fatigue
- Anger
- Depression
- Frustration

How Do Boundaries Help You?

- Perspective
- Effectiveness
- Reduce liability

What Makes The Dialysis Unit Vulnerable To Boundary Concerns?



Some Differences

Acute Care

- Time limited care
- Negative behaviors minimized
- Minimal exposure to support system
- Defined goal
- Stable capacity

Chronic Care

- Ongoing care
- Negative behaviors maximized
- Frequent exposure to support system
- Vague goals
- Declining capacity

Fostering Professionalism and Boundaries

- Provide clear unit rules and expectations
- Be consistent
- Establish and utilize a meaningful grievance mechanism

Boundaries Are...

1. Guidelines for professional behavior
2. Patient centered

Patient Centered

“The primary concern in establishing and managing boundaries with each individual client must be the interest of the client.”

The College of Psychologists of Ontario
“The Bulletin” Volume 25, #1, July 1998

Boundaries Are...

1. Guidelines for professional behavior
2. Patient centered
3. The responsibility of the professional

Why Us?

- We are the professionals
- We can make choices our patients cannot
- Our patients are dealing with a difficult disease

Our Patients

“Patients with renal disease are challenged by many stressors, including loss of biochemical and physiologic kidney functions, development of digestive and neurological disorders, bone disease and anemia, inability to function in the family and to maintain one’s occupation, decreased mobility, decreased physical and cognitive competence, and loss of sexual function”

KimmeI, MD & Peterson, MD
Seminars in Dialysis, 2005

Zone of Helpfulness

Under-Involved

Over-Involved

National Council of State Boards of Nursing
www.ncsbn.org

Be Aware Of These

1. Secretive behavior
2. “Super Staff Person” mentality
3. Singling out for special treatment or attention

Case Scenario

- A facility calls to report a behavior problem in a patient. He refuses to allow but one technician to cannulate him. It was discovered that this technician had been telling him that she would take the best care of him and that she would ensure nothing would happen to him.

Boundaries Are...

1. Guidelines for professional behavior
2. Patient centered
3. The responsibility of the professional
4. Impacted by our position of authority

The Patient-Provider Relationship



Keep In Mind

“In any professional relationship there is an inherent power imbalance. The therapist’s power arises from the client’s trust that the therapist has the expertise to help with his or her problems, and the client’s disclosure of personal information that would not normally be revealed.”

The College of Psychologists of Ontario
“The Bulletin” Volume 25, #1, July 1998

Power Imbalance

- The patient is dependent on us for a life-saving treatment.
- Patient dependent on the professional to explain and find solutions
- Patient does not always have the education or all of the information to understand what is said by the health care team

Power Imbalance

- Not always being able to assess the skills of the professional
- Not having enough information to negotiate with professionals
- Having little or no choice of the professionals with whom they receive care from

Case Scenario

- A dialysis facility dietitian has been trying to explain the importance of monitoring potassium. The patient begins yelling at the dietitian that she didn't eat much potassium, and she was sick and tired of being harassed. The patient continues to get louder and tells the dietitian, "What do you know? You are too fat yourself!" The dietitian says to the patient, "If you don't shut up you can never come back here!"

Other Boundary Issues

1. Confidentiality
2. Self-disclosure
3. Dual or overlapping relationships, friendships
4. Gifts and favors
5. Physical Boundaries
6. Intimate relationships

Confidentiality

- Essential for building trust
- Is the law

Self-Disclosure

- What is the purpose of sharing information with your client?
- Will the information somehow benefit the client?
- Does the disclosure move the relationship toward that of a friendship?
- Would you feel comfortable telling the people in this room what you shared with your client?

Case Scenario

- Patient calls the Network and files a grievance. Among many things, he states that he refuses to have a certain technician cannulate him because the technician had been talking about the horrible divorce she was going through, and she was angry. He was afraid that she wouldn't concentrate on his arm.

Dual Relationships

- Occur when the clinician holds additional power or authority over a patient outside of the dialysis clinic or has a professional, social, or business relationship
- Possible exploitation of the power imbalance that exists between provider and patient
- Should be avoided if possible

Case Scenario

- A grievance was filed by a patient who stated she had been giving a nurse \$20 per treatment to provide her with the best care possible. Subsequently, the nurse did provide great care, but became overwhelmed with the amount of work it took to keep the patient happy.

Developing Friendships

- Should be avoided, particularly while the patient is receiving treatment
- Casual attendance to an event, such as a wedding, graduation, baseball game, etc should be examined closely
- Responsibility lies with MSW to maintain a therapeutic relationship

Gifts & Favors

- Can create expectations for “special” care
- Giver may intend more than receiver realizes
- Sets precedence for future expectations
- Should gifts ever be accepted?
- Be aware of cultural significance

Case Scenario

- Patient called the Network and stated that last Friday the head nurse took him home from dialysis because his brother was sick. When he returned on Monday his brother was still sick, but the nurse wouldn't take him home. He was upset that the staff didn't care.

Physical Boundaries

- Personal space during conversation
 - Standing too close or not close enough

Touch

- Touch can communicate caring and understanding
- Touch can be misinterpreted
- Be aware of cultural norms/differences
- Ask the patient if touch is acceptable

Intimate Relationships

1. No!
2. No!
3. No!

Questions

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Or

612.789.9897

*A Certificate of Attendance shall be issued to each participant

Questions About the WebEx?

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