



# **Trainer's Guide**

Module 3: Ethics, Confidentiality and Trust Building



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### Using the PROCARE Trainer's Guide

The PROCARE Trainer's Guide has been designed specifically to support and streamline the delivery of the Vocational Education Curriculum developed in the context of the PROCARE project. The Curriculum constitutes a 3-day course, a total of 18 hours of training.





#### Slide 1: Introduction



#### **Trainer's Notes:**

Introduce yourself and dedicate some time to introduce learners to the PROCARE training course. Describe the learning objectives of the course as well as Module 3; learners will be educated on:

- 1. The importance of knowing about ethics and confidentiality
- 2. Train learners on how to use the PROCARE Tools around this thematic area
- 3. Train learners on how to implement a set of Activities
- 4. To provide practical examples of Tool uses

Give learners the opportunity to ask about their expectations. You to do so. Here are the steps:

1. Take some DIXIT cards.



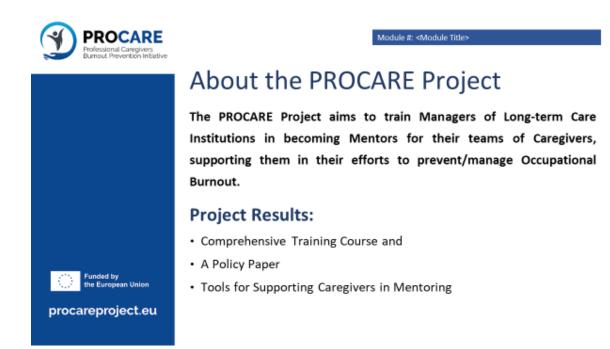
introduce themselves and can use an easy Name Game





- 2. Ask participants to pick one card that really "caught their eye".
- 3. Then, when everyone has a card, participants share their names, other personal things they would like to share and also the story behind they chose their card.

#### Slide 2: About the PROCARE Project



Trainer's Notes: Briefly introduce the Project and the Project Results and move on to the next slide.





#### Slide 3: Learning outcomes

PROCARE Professional Caregivers Burnout Prevention Initiative	Module 3: Ethics, Confidentiality and Trust Building
	Module 3: Ethics, Confidentiality and Trust Building
	Module Aim
	Module 3 aims to educate learners on ethical and confidentiality principles of mentoring in Long- Term Care Units and train them in communication skills and the ethical aspect of caregiving
	Learning Outcomes
	Through Module 3, learners will:
	1. Be aware of the ethical framework of caregiving
	2. Have better teaching and communication skills
	3. Be able to support caregivers and provide guidance
Funded by the European Union	4. Be able to apply confidentiality principles
procareproject.eu	

**Trainer's Notes:** Discuss about the learning outcomes and how participants will benefit from the process. Ask participants which are their expectation of this course.

You can present them the learning outcomes above and ask them questions like:

a)Are the learning outcomes described above clear to you?

b)Are you interested in the following subject areas?

c)Which are your expectations concerning this module?





#### Slide 4: Module content

PROCARE Professional Caregivers Burnout Prevention Initiative	Module 3: Ethics, Confidentiality and Trust Building
	Module 3: Ethics, Confidentiality and Trust Building
	<ul> <li>Module Content:</li> <li>Through Module 3, learners will:</li> <li>Be aware of the ethical framework of caregiving</li> <li>Have better teaching and communication skills</li> <li>Be able to support caregivers and provide guidance</li> <li>Be able to apply confidentiality principles</li> </ul>
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Trainer's Notes: Discuss the aim of the Module.

The caregiving and medical profession has long subscribed to a body of ethical statements developed primarily for the benefit of the mentee. As a member of this profession, a physician must recognize responsibility to mentees first and foremost, as well as to society, to other health professionals, and to self.

In order to understand and address ethical problems, it is necessary to have clarity on what is at stake. Many theorists have emphasized a variety of values, principles, and techniques for recognizing and resolving ethical problems. The conceptual framework of Beauchamp and Childress (2001) have been extremely influential in the field of medical ethics, and is fundamental for understanding the current approach to ethical assessment in health care.





#### Slide 5: Module break-out

Burnout Prevention Initiative	
Module 3 includes:	
The Interpersonal Tr Essential Communica	ical Mentoring r protecting privacy in LTC Units ust Factors ation Skills approach in healthcare

**Trainer's Notes:** Discuss the elements participants will be able to check on during the training. This could also be the agenda of the course.





#### Slide 6: What is Ethics and Values



Trainer's Notes: Discuss about the definition of ethics and values in Caregiving.

This framework is designed to help you provide your people with a secure base for your work together. It is good practice to integrate the Ethical Framework into your work and to use it as a resource to help you face any challenges and issues as they arise. This works much better than just turning to it in an emergency or after something has gone wrong. As a framework, it creates a shared structure within which we all work but with the flexibility to respond to the needs of different contexts and groups.





#### Slide 7: 1. Mentees are the priority



Trainer's Notes: Discuss with participants how this best practice could be linked to ethical mentoring.

- a) Are you familiar with the above best practice?
- b) How would you describe it?
- c) Are you applying this best practice during your everyday work?
- d) If yes, in which way?
- e) If no, do you agree with applying it?
- f) If yes, in which way would you like to apply it in your everyday work?





Every company should place a high focus on customer satisfaction since content customers are more likely to return and refer business to others. Customers who are happy with their experiences are also more inclined to come back after being significantly involved and stick with your company.

PROCARE Professional Caregivers Burrout Prevention Initiative	Module 3: Ethics, Confidentiality and Trust Building
	Best Practices of Ethical M@storing
	2. Work to Professional Standards
	• up to date skills and knowledge, quality work, appropriate records)
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#### Slide 8: 2. Work to Professional Mentoring

Trainer's Notes: Discuss with participants how this best practice could be linked to ethical mentoring.

- a) Are you familiar with the above best practice?
- b) How would you describe it?
- c) Are you applying this best practice during your everyday work?
- d) If yes, in which way?
- e) If no, do you agree with applying it?
- f) If yes, in which way would you like to apply it in your everyday work?





Some professional standards necessary for ethical mentoring could be updated skills and knowledge, qualitative work ,appropriate records. Also among some professionals standards for a mentor would be to be good listener, flexible, respectful, knowledgeable, non-judgmental, authentic and sincere, capable of networking and locating resources.

#### Slide 9: 3. Show Respect



Trainer's Notes: Discuss with participants how this best practice could be linked to ethical mentoring.

- a) Are you familiar with the above best practice?
- b) How would you describe it?
- c) Are you applying this best practice during your everyday work?
- d) If yes, in which way?
- e) If no, do you agree with applying it?
- f) If yes, in which way would you like to apply it in your everyday work?





Showing respect could be linked with developing a mentee oriented care plan, confidentiality protection, partnership with mentees. Respect implies accepting someone for who they are, even if they are different from you or have different opinions than you. Respect enhances feelings of safety, security, and wellbeing in your interactions. Respect is something you can learn; it doesn't have to come naturally.

#### Slide 10: 4. Build an appropriate relationship



Trainer's Notes: Discuss with participants how this best practice could be linked to ethical mentoring.

- a) Are you familiar with the above best practice?
- b) How would you describe it?
- c) Are you applying this best practice during your everyday work?
- d) If yes, in which way?
- e) If no, do you agree with applying it?
- f) If yes, in which way would you like to apply it in your everyday work?





Effective mentoring is based on developing a relationship of trust and mutual understanding with the mentee. By employing effective interpersonal communication techniques, actively fostering trust, and upholding confidentiality, mentors can connect with their mentees.

PROCARE Professional Caregivers Burnout Prevention Initiative	Module 3: Ethics, Confidentiality and Trust Building
	Best Practices of Ethical Mentoring
	5. Take responsibility of you own well-being
	• Self-care
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#### Slide 11: 5. Take responsibility of your own well-being

Trainer's Notes: Discuss with participants how this best practice could be linked to ethical mentoring.

- a) Are you familiar with the above best practice?
- b) How would you describe it?
- c) Are you applying this best practice during your everyday work?
- d) If yes, in which way?
- e) If no, do you agree with applying it?
- f) If yes, in which way would you like to apply it in your everyday work?





In order to recognize their own behaviour and feelings in the mentoring relationship, mentors need to invest in their self- care.

#### Slide 12: 6. Supervision



Trainer's Notes: Discuss with participants how this best practice could be linked to ethical mentoring.

- a) Are you familiar with the above best practice?
- b) How would you describe it?
- c) Are you applying this best practice during your everyday work?
- d) If yes, in which way?
- e) If no, do you agree with applying it?
- f) If yes, in which way would you like to apply it in your everyday work?





With the aid of supervision, a mentor can better understand when and how to apply their knowledge, when to "park" their own information, and how to differentiate their own ideals, aspirations, and career needs from those of their mentees.

#### Slide 13: 10 principles of protecting privacy

PROCARE Professional Caregivers Burnout Prevention Initiative	Module 3: Ethics, Confidentiality and Trust Building
	10 principles of protecting privacy
	1. Be accountable
	2. Identify Purpose
	3. Obtain Consent
	4. Limit Collection
	5. Limit Use, Disclosure and Retention
	6. Maintain Accuracy
	7. Employ Safeguards
	8. Be Open and Transparent
Funded by the European Union	9. Provide Access
	10. Permit Resource
procareproject.eu	

**Trainer's Notes:** Discuss about the 10 principles of protecting privacy and how important they are in the mentoring process . Ask participants which are their expectation of this course.

You can present them the principles above and ask them questions like:

a)Are the principles described above clear to you?

b)Are you interested in the following subject areas?

c)Which are your expectations concerning this module?





#### Slide 14: Interpersonal Trust Factors

PROCARE Professional Caregivers Burnout Prevention Initiative	Module 3: Ethics, Confidentiality and Trust Building
	Interpersonal Trust Factors
	There are several other factors that are needed to promote interpersonal trust, both between residents and staff and between staff and leadership:
	a sense of situational awareness,
	the ability to notice and respond,
	understanding expectations,
Funded by the European Union	<ul> <li>predictable follow through and being intentional with communication, and</li> </ul>
procareproject.eu	<ul> <li>addressing inequality in power.</li> </ul>

**Trainer's Notes:** Discuss about the interpersonal trust factors presented above and how important they are in the mentoring process. Ask participants which are their expectation of this course.

You can present them the factors above and ask them questions like:

a)Are the interpersonal trust factors described above clear to you?

b)Are you interested in the following subject areas?

c)Which are your expectations concerning this module?





#### Slide 15: 5 essential communication skills

PROCARE Professional Caregivers Burnout Prevention Initiative	Module 3: Ethics, Confidentiality and Trust Building
	5 Essential Communication Skills
	1. Empathy
	2. Active Listening
	3. Interpersonal Skills
Funded by	4. Clarity
the European Union	5. Reading and Writing

**Trainer's Notes:** Discuss about the essential communication skills presented above and how important they are in the mentoring process. Ask participants which are their expectation of this course.

You can present them the communication skills above and ask them questions like:

- a) Are you familiar with the following principles?
- b) How would you define each one of them?
- c) Do you apply them in your everyday life?
- d) Which do you think is their importance?
- e) Are you having any difficulties applying them in your everyday life?

Communication is any exchange of information between a sender and a receiver. It is critical for teams to encourage open communication flow between team members to operate most effectively.





This part includes 5 communication skills . Feel free to go through the definition of each with the group and explain all of the bullet points on by one.

1. Empathy means to:

• Understand a mentee 's values, experience, emotions, concerns, needs and questions in an authentic way.

- Provides more informed diagnostic accuracy and improved mentee-provider relationships.
- Foster mentee satisfaction, participation and investment in their healthcare experience.

• Healthcare managers who demonstrate and interact with empathy can help staff feel valued and understood.

- 2. Active Listening means to:
- Actively listening to mentees conveys respect for their self-knowledge and builds trust.
- Active listening is central to leading and managing effectively.
- Fosters trusting relationships where shared knowledge and information is understood.

#### 3. Interpersonal Skills means to:

• Effective interpersonal communication in healthcare can improve mentee satisfaction and outcomes while combatting staff stress and burnout.

4. Clarity means to :

• Healthcare managers must use clear language to communicate expectations, policies and procedures.

• Clarity is also essential for communicating with business partners, insurance companies and regulatory bodies.

5. Reading & Writing means to:

• Healthcare managers must be adept in reading and writing, with awareness of medical terminology and shorthand.

• By communicating effectively, healthcare managers can improve staff performance and satisfaction.





#### Slide 16: Empathy

PROCARE Professional Caregivers Burnout Prevention Initiative	Module 3: Ethics, Confidentiality and Trust Building
	5 Essential Communication Skills
	1. Empathy
	<ul> <li>Understand a patient's values, experience, emotions, concerns, needs and questions in an authentic way.</li> </ul>
	<ul> <li>Provides more informed diagnostic accuracy and improved patient-provider relationships.</li> </ul>
	Foster patient satisfaction, participation and investment in their healthcare experience.
Funded by the European Union	<ul> <li>Healthcare managers who demonstrate and interact with empathy can help staff feel valued and understood.</li> </ul>
procareproject.eu	

- -Is "empathy" familiar to you?
- -Is the above-described definition clear to you?
- -Do you apply to your everyday life?
- -Is there is anything you would like to add?





#### Slide 17: Active listening

PROCARE Professional Caregivers Burnout Prevention Initiative	Module 3: Ethics, Confidentiality and Trust Building
	5 Essential Communication Skills
	2. Active Listening
	<ul> <li>Actively listening to patients conveys respect for their self-knowledge and builds trust.</li> </ul>
	• Active listening is central to leading and managing effectively.
Funded by the European Union	• Fosters tructing relationships where shared knowledge and information is understord, ABC

- -Is "active listening " familiar to you?
- -Is the above-described definition clear to you?
- -Do you apply to your everyday life?
- -Is there is anything you would like to add?





#### Slide 18: Interpersonal skills

PROCARE Professional Caregivers Burnout Prevention initiative	Module 3: Ethics, Confidentiality and Trust Building
	5 Essential Communication Skills
	3. Interpersonal Skills
	<ul> <li>Effective interpersonal communication in healthcare can improve patient satisfaction and outcomes while combatting staff stress and burnout.</li> </ul>
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procareproject.eu	

- -Is "effective interpersonal communication " familiar to you?
- -Is the above-described definition clear to you?
- -Do you apply to your everyday life?
- -How important do you think it is for mentoring?
- -Is there is anything you would like to add?





#### Slide 19: Clarity

PROCARE Professional Caregivers Burnout Prevention Initiative	Module 3: Ethics, Confidentiality and Trust Building
	5 Essential Communication Skills
	4. Clarity
	<ul> <li>Healthcare managers must use clear language to communicate expectations, policies and procedures.</li> </ul>
	<ul> <li>Clarity is also essential for communicating with business partners, insurance companies and regulatory bodies.</li> </ul>
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procareproject.eu	

- -Is "clarity " familiar to you?
- -Is the above-described definition clear to you?
- -Do you apply to your everyday life?
- -How important do you think it is for mentoring?
- -Is there is anything you would like to add?





#### Slide 20: Reading & Writing

PROCARE Professional Caregivers Burnout Prevention Initiative	Module 3: Ethics, Confidentiality and Trust Building
	5 Essential Communication Skills
	5. Reading & Writing
	<ul> <li>Healthcare managers must be adept in reading and writing, with awareness of medical terminology and shorthand.</li> </ul>
	<ul> <li>By communicating effectively, healthcare managers can improve staff performance and satisfaction.</li> </ul>
Funded by the European Union	
procareproject.eu	

- -Is "reading&writing" " familiar to you?
- -Is the above-described definition clear to you?
- -Do you apply to your everyday life?
- -How important do you think it is for mentoring?
- -Is there is anything you would like to add?





#### Slide 21: Team Building Guidelines

PROCARE Professional Caregivers Burnout Prevention Initiative	Module 3: Ethics, Confidentiality and Trust Building
	eam Building Guidelines
	Support precise and accurate communication
	Diagnose communication errors
	Recognise functional expertise and distribute workload
	Frequent Practice opportunities
	Team's Shared Mental Models (SMMs) for building coordination skills, adaptability and flexibility
Funded by	Shape adaptive expertise
the European Union	Take steps to increase trust and cohesion of the team
procareproject.eu	Provide learning opportunities for the new competencies

#### Trainer's Notes: Introduce the team building guidelines

The guidelines are as follows:

(1) Support precise and accurate communication through a closed-loop communication protocol;

(2) diagnose communication errors as you would any illness—Examine the team and look for symptoms, then treat the symptoms through team learning and self-correction;

(3) recognize functional expertise by identifying and publicizing topical experts to evenly distribute work load and increase accuracy;

(4) institute frequent practice opportunities to keep team skills in good shape because poorly honed skills will limit performance;





(5) refine the team's shared mental models (SMMs) by pre-planning to build its implicit coordination skills, adaptability, and flexibility;

(6) shape adaptive expertise by fostering a deep understanding of the task to increase team effectiveness;

(7) build team orientation by taking steps to increase trust and cohesion to lower stress levels and increase satisfaction, commitment, and collective efficacy; and

(8) prepare the team by providing learning opportunities for new competencies that will expose members to feedback and increase the team's overall efficacy.

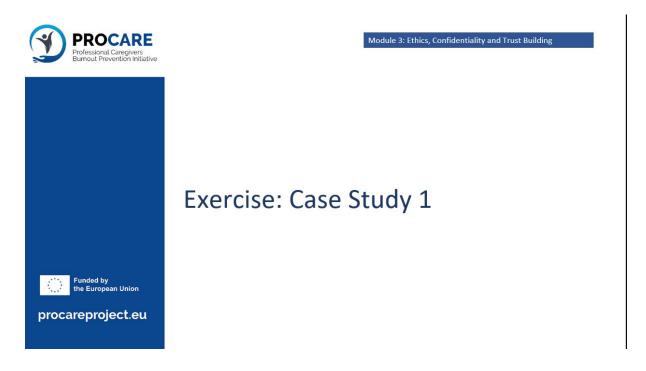
You can also ask them the following questions:

- Are the described above team building guidelines familiar to you?
- -Do you apply them to your everyday life?
- -How important do you think they are for mentoring?
- -Is there is anything you would like to add?





#### Slide 22 : Exercise- Case study 1



Trainer's Notes: Introduce the participants and explain that they are going to be presented with a case

study.





#### Slide 23: Exercise Case Study 1



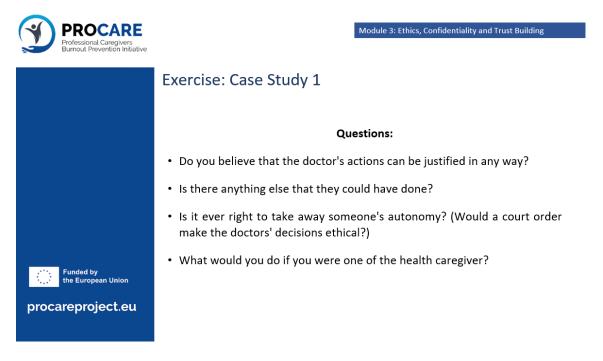
#### Trainer's Notes: Experiential exercise

- 1. Split the group into four teams.
- 2. Everyone should read the case study.
- 3. Then, each group will answer one of the 4 questions. All ideas will be written down in a piece of paper. Groups will have 10'.
- 4. Then, groups will have 1' to sum up their answers, in order to present them in the other groups.
- 5. Groups will have 15' all together to reflect on all questions and discuss.





#### Slide 24: Exercise: Case Study 1



Trainer's Notes: Ask the participants the questions above and let them brainstorm.

Slide 25: Exercise Case Study 2





Module 3: Ethics, Confidentiality and Trust Building

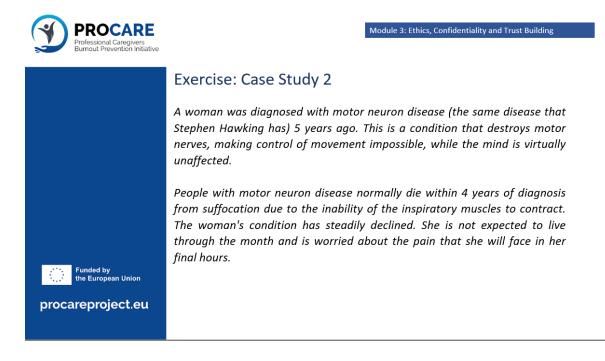




## Exercise: Case Study 2

Trainer's Notes: Explain the participants that they will participate in a second exercise.

#### Slide 26: Exercise: Case Study 2

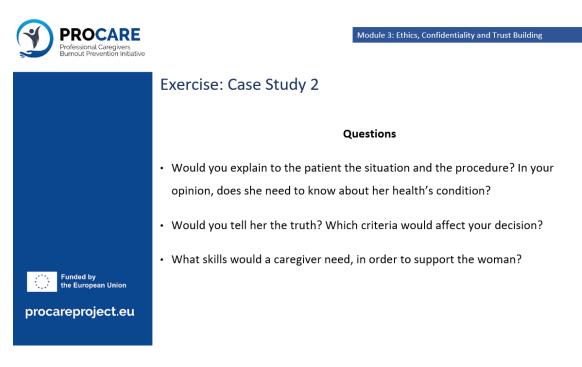


Trainer's Notes: Ask the participants to read the Case Study





#### Slide 27: Exercise: Case Study 2



#### Trainer's Notes: Experiential exercise

- 1. Split the group into four teams.
- 2. Everyone should have read the case study.





- 3. Then, each group will answer one of the 4 questions. All ideas will be written down in a piece of paper. Groups will have 10'.
- 4. Then, groups will have 1' to sum up their answers, in order to present them in the other groups.
- 5. Groups will have 15' all together to reflect on all questions and discuss.

Slide 28: Summary



#### Summary:

Medical professionals frequently find themselves facing moral questions and ethical dilemmas in their line of work. Medical ethics provide a framework to help them make judgement calls which are morally sound and right for the patient in question. Ethics is an inherent and inseparable part of clinical medicine as the physician has an ethical obligation (i) to benefit the patient, (ii) to avoid or minimize harm, and to (iii) respect the values and preferences of the patient.

Module 3: Ethics, Confidentiality and Trust Building

The PROCARE Toolkit can be accessed from the official PROCARE Project website @www.procareproject.eu.

Trainer's Notes: You can close the session by summing up on what has been discussed earlier.

Slide 29: Thank you!

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