

**SKILLS FRAMEWORK FOR HEALTHCARE  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Ethics and Professionalism					
<b>TSC</b>	Professional, Legal and Ethical Healthcare Practice					
<b>TSC Description</b>	Apply legal and ethical principles and professional code of conduct to uphold the integrity and reputation of the organisation and the profession					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
		<b>HCE-PVE-2008-1.1</b>	<b>HCE-PVE-3008-1.1</b>	<b>HCE-PVE-4008-1.1</b>	<b>HCE-PVE-5008-1.1</b>	<b>HCE-PVE-6008-1.1</b>
		Apply organisational code of conduct in the delivery of services to clients and patients	Uphold principles of professional, legal and ethical conduct, policies and procedures and inclusive work practices into practice	Ensure compliance to professional, legal, and ethical requirements. Apply ethical decision-making models and strategies to address ethical dilemmas and issues	Implement systems and processes to ensure departmental activities adhere to professional, legal and ethical requirements.	Drive professional, legal and ethical accountability and responsibility within and across organisations
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>• Organisation's code of conduct</li> <li>• Concept of accountability</li> <li>• Disciplinary measures for contravening the code of conduct</li> <li>• Principles and practices of confidentiality and rights and interests of clients, caregivers and stakeholders</li> <li>• Personal Data Protection Act</li> <li>• Organisational policies and procedures relating to legal and ethical practices</li> </ul>	<ul style="list-style-type: none"> <li>• Guidelines and standards of regulatory bodies in the healthcare sector</li> <li>• Legal, ethical and regulatory requirements in professional practice</li> <li>• Principles of ethical and professional conduct and inclusive work practices</li> <li>• Ethical decision-making framework</li> <li>• Concept of patient advocacy in professional practice</li> <li>• Types of ethical issues and dilemmas and their impact on clients, caregivers and professional practice</li> <li>• Culturally inclusive policies and practices, including communication styles and methods</li> <li>• Workplace safety and health requirements relevant to professional role</li> <li>• Risk management principles and policies</li> </ul>	<ul style="list-style-type: none"> <li>• Types and indicators of breaches in ethical and legal practices</li> <li>• Principles and reasons underlying legislation and ethical decision-making, and ethical decision-making models for addressing ethical dilemmas</li> <li>• Personal and professional boundaries for ethical decision-making</li> </ul>	<ul style="list-style-type: none"> <li>• Legislative and regulatory requirements relevant to the organisation</li> <li>• Implications of ethics in practice</li> <li>• Organisational policies and procedures for reviewing and reporting on governance and compliance</li> <li>• Underlying principles governing legislation and ethical decision-making</li> <li>• Hierarchy of guiding principles in resolution of , ethical dilemmas</li> <li>• Appraisal and management of personal and professional boundaries in ethical decision-making</li> </ul>	<ul style="list-style-type: none"> <li>• Legal system and legislation relevant to the organisation and the healthcare sector</li> <li>• Procedures and guidelines for benchmarking ethical practices and conducting audits and evaluations within and across organisations</li> <li>• Current research and key trends on professionalism, values and ethical behaviour</li> <li>• Comparative ethical structures within the healthcare sector and an organisation's ethical practices</li> <li>• Government policies, clinical practice guidelines, and national statutory requirements</li> <li>• International and regional professional code of conduct, standards of practices</li> </ul>

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<b>Abilities</b>		<ul style="list-style-type: none"> <li>• Adhere to the organisation's code of conduct in daily work</li> <li>• Accept responsibility for own behaviour</li> <li>• Recognise and report issues and misconducts</li> <li>• Adhere to the Personal Data Protection Act strictly</li> </ul>	<ul style="list-style-type: none"> <li>• Practice within professional boundaries, or in accordance to expected competencies of professional certification</li> <li>• Apply decision-making process to resolve ethical dilemmas</li> <li>• Uphold the organisational, professional, legal and ethical policies and procedures to professional activities,</li> <li>• Advocate for the needs of patients and clients, ensuring their safety, security and well-being and inclusiveness</li> <li>• Implement plans of care within legal, ethical and regulatory frameworks of professional practice</li> </ul>	<ul style="list-style-type: none"> <li>• Utilise ethical decision-making models to resolve ethical dilemma in clinical areas</li> <li>• Monitor compliance to professional, ethical practices, legal and regulatory requirements of professional practice</li> <li>• Maintain relevancy and currency of organisation legal and ethical operational procedures to ensure provision of safe and evidence-based care to patients</li> </ul>	<ul style="list-style-type: none"> <li>• Establish procedures to identify and address ethical problems</li> <li>• Develop and implement procedures to maintain confidentiality of documentations and patient or client records</li> <li>• Review professional and ethical conduct and practices of healthcare professionals</li> <li>• Evaluate compliance requirements</li> <li>• Disseminate changes and updates in ethical-legal requirements, professional code of conduct and standards of practice</li> <li>• Maintain an environment conducive to providing ethical care</li> <li>• Facilitate resolution of ethical conflicts for complex care situation</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluate organisational governance, compliance, and risk management policies and procedures in relation to professional practice</li> <li>• Assess changes in legislation and regulations, and benchmark ethical practices in the local and international contexts</li> <li>• Design new ethical frameworks, formulating change structures and procedures</li> <li>• Determine ethical and legal implications on professional practices in policy review initiatives with relevant government and healthcare networks</li> <li>• Establish and monitor quality assurance procedures to ensure governance and ethical accountability</li> <li>• Identify changes in ethical practices, professional guidelines, legislation, regulations and reporting requirements with reference to government initiatives for incorporations</li> <li>• Foster interdisciplinary team collaborations to address ethical concerns, risks or considerations, benefits and outcomes of patient care</li> </ul>
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