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Defining professionalism for mental health services: A rapid systematic review

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PROFESSIONALISM IN MENTAL HEALTH SERVICES

Abstract**Background**

Efforts have been made to define professionalism across professions, yet little attention has been paid to the concept in mental health services, where patients' needs differ to that in other healthcare specialties.

Aims

To derive a definition of professionalism for mental health services using the existing literature.

Method

A rapid, systematic review was conducted to identify empirical and non-empirical records that described professionalism in a mental health service context from 2006 to 2017. Studies were synthesised narratively using thematic analysis.

Results

Seventy records were included in the review. Professionalism was described on two levels; at a societal level, a dynamic social contract between professions and society, and; at an individual level, having intrapersonal, interpersonal, and working professionalism. Utilising emerging themes, an operationalised definition of professionalism, suitable for a mental health service context was derived.

Conclusions

Within mental health services, emphasis is placed on the interpersonal aspects of practice such as communication skills, maintaining boundaries and humanity. Themes relating to the vulnerability of patients and the challenge of supporting autonomy and choice whilst maintaining safety and acting in a client's best interest are also evident. 'Practical wisdom' and a flexible approach to working are needed for managing these challenging situations.

Declaration of interest

No competing interests. Declaration of interest and acknowledgements are documented on the title page.

Keywords: Mental Health, Professionalism, Systematic Review, Values, Skills, Professional Attributes

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3 Professionalism has somewhat tautologically been defined as ‘upholding professional
4 values, exhibiting professional behaviours or demonstrating professional attitudes’ (Aguilar
5 et al., 2011). There have been many attempts to define professionalism in healthcare (Aguilar
6 et al., 2011; Birden et al., 2014; Deptula & Chun 2013; Ghadirian et al., 2014; Hordichuk et
7 al., 2015; van de Camp et al., 2004; Zijlstra-Shaw et al., 2012) but there remains a lack of
8 consensus (Birden et al., 2014; Hamilton, 2008; van de Camp et al., 2004). Some argue that
9 professionalism is context dependent (Brody & Doukas, 2014; Rees & Knight, 2007; van de
10 Camp et al., 2004; Wear & Kuczewski, 2004); that attention be paid to the elements of
11 professionalism across healthcare specialties (van de Camp et al., 2004). Whilst elements
12 may vary these could be considered refinements to the same overarching concept (Woodruff
13 et al., 2008). Nonetheless, there is a dearth of literature specific to mental health services.

14
15
16 The American Board of Internal Medicine (ABIM) Foundation cite patient autonomy
17 as one of three fundamental principles of medical professionalism (2002); yet in mental
18 health services, where patients are often deprived of their liberty, the principle of autonomy
19 becomes more problematic. Mental health services are multi-disciplinary, and patients rarely
20 see only one profession. Despite this diversity in the workforce supporting patients and
21 facilitating their welfare is paramount across professions. Service users are vulnerable
22 (Department of Health, 2015) and may be unable to care for themselves or protect themselves
23 from harm or exploitation. Despite national guidance to protect vulnerable adults a scandal at
24 Winterbourne View hospital in 2011 demonstrated that those employed to care for people
25 with learning disabilities instead abused them (Department of Health, 2012). Moreover, in
26 2015-16 over a thousand complaints were made in mental health trusts, including 199 relating
27 to the alleged abuse of patients (Yeung, 2017).

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29 Each profession has their own generic guidelines and codes of conduct. However,
30 attention must be paid to the mental health service context; where, despite good intentions,
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3 services don't always protect patients. An agreed operational definition of professionalism is
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5 needed for educational and regulatory purposes (Cruess et al., 2004). Furthermore, a
6
7 definition would facilitate values-based recruitment by supporting the development of
8
9 selection tools, such as situational judgement tests. In situational judgement testing a
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11 candidate is confronted with a series of scenarios that depict situations that challenge
12
13 professional judgement. Candidates must provide the most appropriate response, which may
14
15 be a related rating or a choice of the optimum behaviour. These tests have been shown to be
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17 an effective approach to supporting values-based recruitment and demonstrate improved
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19 validity over other selection methods and can be mapped to organisational values (Patterson
20
21 et al., 2015). Consequently, we conducted a rapid, systematic review to derive an operational
22
23 definition of professionalism for this context.
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Methods

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29 The review formed part of a PhD project; a rapid review was performed to synthesise
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31 evidence in a time-efficient manner (Khangura et al., 2012). We used an integrative
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33 approach (Whittemore & Knafl, 2005), which is particularly useful for new and emerging
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35 issues and more likely to result in the initial and preliminary conceptualisations of a topic
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37 (Torraco, 2005). The review sought to identify how professionalism is conceptualised within
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39 specialist mental health services and whether the definition varies across professional groups.
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Inclusion and Exclusion Criteria

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44 We collaborated with the Centre for Reviews and Dissemination to develop review
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46 criteria and a protocol was registered on PROSPERO at the beginning of the review period
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48 (registration number: TBC). **Empirical and non-empirical** records, except books, were
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50 included if they (a) provided a definition or description of professionalism within mental
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52 health services, (b) were published in English from 2006 to date of final search (02/03/2017),
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54 and (c) did not meet the exclusion criteria. The date limit was used in anticipation that we
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would retrieve definitions of professionalism applicable to current service provision. We excluded articles that were not written in English, or focused on low- or middle-income countries as we wanted to inform UK practice. Articles focusing on substance misuse, family practice, or a subgroup of people based on diagnosis or symptomatology were also excluded, as they deviate from standard healthcare delivery in specialist mental health services. We additionally excluded records if they discussed characteristics that were not directly attributed to professionalism.

Searching and Selecting Studies

The search strategy was developed by three authors (TBC, TBC, TBC), with support from academic and healthcare librarians. The initial search string was modified from an earlier review (Birden et al., 2014) and pilot testing was performed to improve the sensitivity and specificity of the search. The base search was performed using CINAHL and utilised free-text and subject heading searches (see Table A1). Search strings were adapted for further databases, including Medline; EMBASE; PsycINFO; and HMIC. Additional records were identified from a sample of reference lists (TBC), so long as they met the inclusion criteria (e.g. referred to mental health services).

Study Selection

Titles and abstracts were screened in duplicate, by two reviewers (TBC, TBC). Records that met the inclusion criteria progressed for full text screening and were retrieved using credentials from the University of TBC and the University of TBC (TBC). References were excluded if full texts were not freely accessible (n=24) at time of retrieval. Full text articles were next screened in duplicate by two reviewers (TBC, TBC) and those that met the inclusion criteria progressed for data extraction. Disagreements were resolved through discussion between reviewers, and two topic experts (TBC, TBC) were consulted as needed at each stage of the study selection phase.

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Data Extraction

We developed a standardised template for data extraction, with various headings including any definition or description of professionalism provided, and any description of how the record related to mental health services (see table 1 for additional headings). Data was extracted by the lead author (TBC) and the first seven articles (10%) were quality checked by a second reviewer (TBC).

Data Synthesis

Due to resource constraints (including time), a critical appraisal was not performed on the literature. As data were qualitative and heterogeneous, we performed a narrative synthesis (Popay et al., 2006). Using thematic analysis (Braun and Clarke, 2006), one author coded the data (TBC). The author was familiar with the dataset having screened the full-text records. Data were initially coded using Excel at the time of data extraction, dependent on what sections of data appeared most relevant to the author regarding the research question. Next, data were coded manually, having printed out all data extracted. Data were subsequently uploaded onto NVivo (v.11) and sections of the text were highlighted, dependent on meaning and content. Codes were revised upon reading and rereading the data, alongside writing an initial report. Thematic maps were generated by one author; codes were visually compared and contrasted. Codes were organised into a hierarchical structure using NVivo, incorporating themes and subthemes. Taking account of the whole dataset, themes were continually revised in an iterative process, until the author was satisfied that the themes accurately captured the data extracted. In order to limit researcher bias (Bucci et al., 2015), themes were presented to two topic experts (TBC, TBC); through negotiation codes were revised and refined.

Results

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In total, 1184 records were identified. After removing duplicates, 779 articles remained. We excluded 573 articles following title and abstract screening and a further 136 articles at the full-text screening stage. Seventy articles were included in the synthesis (see Figure 1; Moher et al., 2009). Records included one meta-ethnography, 24 discussion papers, 20 editorial/opinion pieces, and 25 empirical studies. Of the latter, 15 papers reported on quantitative research, seven reported on qualitative findings, and three employed a mixed methods approach (see Table 1).

INSERT FIGURE 1 HERE

INSERT TABLE 1 HERE

Records focused mostly on psychiatry—a medical profession—with 45 articles being authored by psychiatrists. Additional authorship incorporated (a) psychologists, (b) counsellors, (c) nurses, (d) social workers, (e) therapists, and (f) a former service user. Whilst patient and carer perspectives were evident in the literature, views expressed were predominately that of practitioners and researchers. The two records that presented patients' perspectives focused on recovery promoting competencies (Russonova et al., 2011) and helpful relationships (Ljungberg et al., 2015). Despite the keywords used during the search, there was a scarcity of literature relating to learning disability services. Henceforth, the results are discussed for mental health services only.

Main Findings

The focus on professionalism varied across records, with some articles discussing the concept in detail, yet others using the term in passing. We identified several explicit definitions of professionalism (see Table B1); nonetheless, professionalism also was described as an abstract construct, often misunderstood (Brown & Bhugra, 2007; John et al., 2016). Thematic analysis found that professionalism was conceptualised on a societal and an individual level. On a societal level, professionalism was described as 'a dynamic social

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contract between professions and society', incorporating; '*power and purpose*', '*bidirectional expectations*', and '*change and variability*'. On an individual level, professionalism was described as 'individuals representing the profession'; possessing: (a) '*intrapersonal professionalism*', (b) '*interpersonal professionalism*', and (c) '*working professionalism*' (see Table 2).

INSERT TABLE 2 HERE

Professionalism as a dynamic social contract.

The framing of professionalism as a fluctuating contract between professions and society was manifest throughout the literature. We identified three subthemes: (a) *Power and purpose*, (b) *Bidirectional expectations*, and (c) *Change and variability*.

(a) Power and purpose.

Professionalism is widely cited as a social contract between professions and society (Bhugra, 2008a; Bhugra, 2009; Bhugra & Gupta, 2010; Bhugra & Gupta, 2011; Bouras & Ikkos, 2013; Brendel et al., 2007; Brown & Bhugra, 2007; Ikkos & Mace, 2009; Jain et al., 2011a; Komic et al., 2015; Lapid et al., 2009; Randall & Kindiak, 2008; Roberts, 2009; Robertson & Walter, 2007). Professions use their specialised knowledge to maintain dominance in their areas of practice (Weiss-Gal & Welbourne, 2008) and self-development protects professions from the demands of other more powerful individuals and institutions in the work setting (Crawford et al., 2008). Within professional psychology for example, it was suggested that the focus counselling psychology places on individuals' strengths and assets (Goodyear et al., 2016) helps the specialty maintain its integrity and identity (Lopez et al., 2006). In contrast, it is argued that there is a lack of clarity regarding the nursing role (Blegeberg et al., 2008) and community mental health nurses (CMHNs) struggle to articulate their profession in a way that clearly distinguishes them from other professions (Crawford et al., 2008).

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(b) Bidirectional expectations.

Professions must work for the benefit of others, promoting public good (Bhugra, 2008a; Bhugra, 2009; Bhugra & Gupta, 2010; Ikkos & Mace, 2009; Randall & Kindiak, 2008; Roberts, 2009; Robertson & Walter, 2007). This is observed within the ABIM Foundation's three principles of medical professionalism; the primacy of patient welfare, patient autonomy and social justice (Bhugra & Gupta, 2010; Bhugra & Gupta, 2011; Brown & Bhugra, 2007). Professions are expected to self-regulate to maintain and expand their skills and knowledge (Bhugra, 2008a; Bhugra, 2008b; Bhugra & Gupta, 2010; Roberts, 2009; Robertson & Walter, 2007), whilst (a) adhering to standards (Baer & Schwartz, 2011; Bhugra, 2008a), (b) demonstrating confidentiality (Baer & Schwartz, 2011; Talbott & Mallott, 2006), and (c) having transparency and accountability (Bhugra, 2008a; Bhugra, 2009; Randall & Kindiak, 2008; Roberts, 2009). Codes of conduct were denoted as tangible expressions of professionalism (Sox, 2007) as they guide practitioners towards behaviours that align with the profession (Komic et al., 2015). To allow professions to fulfil their obligations, expectations also are placed on society (e.g. professions expect to be granted the ability to self-regulate; Bhugra, 2008a; Randall & Kindiak, 2008; Robertson & Walter, 2007).

(c) Change and variability.

Professionalism is context dependent (Brendel et al., 2007; Harris & Kurpius, 2014; Ikkos & Mace, 2009; Malhi, 2008; Wise, 2008). Moreover, it is a dynamic construct, which shifts across time and professions (Bhugra, 2008a; Bhugra, 2010; Bhugra & Gupta, 2010; Brown & Bhugra, 2007; Malhi, 2008). Variations in regulatory policy are influenced by subtle variations in individuals' beliefs and understanding (Malhi, 2008), which with case studies of professional failure, lead to ethical codes being amended and updated (Gottlieb et al., 2009; Harris & Kurpius, 2014). Mental health services are continually in reform (Bhugra & Gupta, 2011; Malhi, 2008) and clinicians have suggested that the mental health professions

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3 should work with patients, carers and other healthcare sectors to renegotiate the contract with
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5 society (Bhugra 2008a; Bouras & Ikkos, 2013; Ikkos & Mace, 2009); asserting their role,
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7 enhancing their autonomy and promoting the importance of professionalism (Poole &
8
9 Bhugra, 2008).

11 **Professionalism at an individual level - representatives of the** 12 13 14 **profession**

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16 On an individual level, professionalism was defined as being a representative of the
17
18 profession, by possessing the relevant attributes to fulfil this role. We identified three
19
20 subthemes: (a) *Intrapersonal professionalism*, (b) *Interpersonal professionalism*, and (c)
21
22 *Working professionalism*. We present the subthemes consecutively here, breaking these
23
24 down by occupation to differentiate between more generic findings and those related to a
25
26 particular profession. Key terms observed in the literature are italicised for emphasis.
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29 Before discussing these subthemes, we provide an excerpt of an account by
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31 Lampshire, whilst she addressed clinicians about her previous experience of using mental
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33 health services:
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36 I invite you to ... honour our current Service Users so they may not know the despair
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38 of becoming fearful and hopeless for their future but rather relish the prospect. To
39
40 honour those who are deeply bonded to Service Users by blood, love or both. To
41
42 honour your professional codes whatever discipline you identify with and to honour
43
44 yourselves, for that which binds us all is not the dissection and eradication of madness
45
46 but our regard for human beings. (Lampshire, 2012, p.178)

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49 In this account, Lampshire asks professionals to behave in a certain manner when working
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51 with this patient population.
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53 **(a) *Intrapersonal professionalism***

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PROFESSIONALISM IN MENTAL HEALTH SERVICES

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3 We observed that there are expectations of individuals working in a profession that
4 align to the professions' core values. Clinicians must have *integrity* and *morality* (Bhugra,
5 2008a; Bhugra, 2009; Bhugra & Brown, 2007; Ikkos & Mace, 2009; Randall & Kindiak,
6 2008; Robertson & Walter, 2007; Schwartz et al., 2009; Talbott & Mallott, 2006), being
7 *committed* to their work (Bhugra, 2008a; Ikkos & Mace, 2009; Randall & Kindiak, 2008;
8 Robertson & Walter, 2007). They must have the *skills* and *knowledge* to undertake their role
9 (Bhugra, 2008a; Bhugra, 2009; Bhugra & Brown, 2007; Bhugra & Gupta, 2010; Bhugra &
10 Gupta, 2011; Brendel et al., 2007; Ikkos & Mace, 2009; Randall & Kindiak, 2008; Robertson
11 & Walter, 2007; Wise, 2008); behaving *ethically* (Harris & Kurpius, 2014) and
12 demonstrating *probity*, *objectivity*, *trust*, *benevolence*, *honesty*, *courage*, and *truthfulness*
13 (Bhugra, 2010; Orlinsky et al., 2005). *Self-effacement*, *self-sacrifice*, *respect*, *honour*,
14 *excellence* and *accountability* must all be demonstrated (Coverdale et al., 2011; Schwartz et
15 al., 2009). In times of distress, patients want professionals that are *secure*, *stable*, *calm* and
16 *confident* (Ljungberg et al., 2015). Professionals must be *self-aware* and monitor their
17 wellbeing to facilitate their competence (Elman and Forrest, 2007; Johnson & Cambell,
18 2004); they must be aware of the limits to their competence (Gottlieb et al., 2009), keeping
19 their continuing professional development up to date (De Waal et al., 2010).

Psychiatry.

20
21
22 Psychiatrists are expected to possess expertise in mental illness and mental wellness
23 (Jakovljević, 2012). According to McQueen et al, cited by Ikkos et al. the seven E's of
24 psychiatric professionalism include: *attention to evidence*, *emotions*, *ethics*, *engagement*,
25 *expertise*, *education* and research for future care, and a commitment to the *empowerment* of
26 patients (Ikkos et al., 2011).

Nursing.

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3 Nurses must be ‘appropriately qualified’ (Happell, 2006); a study with CMHNs found
4 that they developed skills outside of their profession to make themselves “*more professional*
5 *as nurses*” (p.1060, Crawford et al., 2008).

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7
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9 *Psychology, counselling, and psychotherapy.*

10
11 It has been suggested that *communication skills, self-reflection, self-awareness* and
12 *self-discipline* are integral to working with patients (Haverkamp et al., 2011; Orlinsky et al.,
13 2005) and may be crucial for a psychotherapist’s competence (Ikkos & Mace, 2009).
14 Clinicians must not bring the profession or its practices into disrepute (Symons et al., 2011).

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20 *Social work.*

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22 No findings suggested specific attributes for the Social Work profession related to this
23 subtheme.

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27 ***(b) Interpersonal professionalism.***

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29 Coverdale suggests that every interaction with patients will ‘never cease to be
30 important’ (Coverdale, 2007). Interpersonal professionalism relies on professionals having
31 the ability to relate to others in an appropriate manner; the importance of communication and
32 interpersonal skills is widely cited (Brendel et al., 2007; Dingle & Stuber, 2008; Elman &
33 Forrest, 2007; Haverkamp et al., 2011; Ikkos & Mace, 2009; Roberts et al., 2006; Sanders et
34 al., 2014; Talbott & Mallott, 2006; Wise, 2008;). *Humanity* and *personal nature* are as
35 important in specialist mental health services, as any other skill (Roberts & Termuehlen,
36 2013), and the practitioner-patient relationship is viewed fundamental to both professionalism
37 and ethics (Groves & Kerson 2011; Schreiber et al., 2016). *Patient benefit* should be the first
38 and foremost concern to professionals (Bhugra & Gupta, 2011; Brendel et al., 2007; De Waal
39 et al., 2010); practitioners are expected to be *honest* (Bhugra & Brown, 2007; Talbott &
40 Mallott 2006), *altruistic* (Schwartz et al., 2009), *demonstrate compassion* (Brendel et al.,
41 2007; Groves & Kerson, 2011; Talbott & Mallott, 2006), and *show respect* to patients, carers
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3 and colleagues (Brendel et al., 2007; Talbott & Mallott, 2006). Professionals must have
4 *healthy relationships* with colleagues and trainees and *maintain appropriate boundaries* with
5 patients (Jain et al., 2010; Jain et al., 2011a; Jain et al., 2011b; Lapid et al., 2009; Sanders et
6 al., 2014; Schwartz et al., 2009), including online behaviours (Peek, 2014; Peek et al., 2015).
7 They must understand the impact of cultural contexts when working with patients (Leppma et
8 al., 2016) and must *value the worth and dignity of all* (Groves & Kerson 2011), treating
9 patients, carers and colleagues equally; regardless of age, gender, sexual orientation, and
10 ethnicity etc (Ikkos & Mace, 2009; Schwartz et al., 2009; Talbott & Mallott, 2006).
11 Moreover, practitioners must be *professional at all times* (Malone, 2012); using their
12 *expertise* to benefit the public, supporting the development of policy, research, and training
13 (De Waal et al., 2010).

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Patients want professionals whom they can have a relationship, be offered real choices, and that will facilitate but not dictate treatment (De Waal et al., 2010). Patients find it helpful when practitioners provide positive feedback; are available in times of crisis; and convey hope about treatment success, whilst supporting the patient to look and move forward as well as reach their goals (Ljungberg et al., 2015). Furthermore, patients want professionals that; *portray genuine respect*, help them develop skills to manage their own condition, view them aside from their mental illness, facilitate self-worth, *listen without judgment*, and believe in their ability to recover (Ruscinova et al., 2011). In mental health services, patients prefer informal social supports rather than technical interventions (Ikkos et al., 2011); therefore, clinicians must be *sensitive* (Schwartz et al., 2009), have *empathy*, and be able to *engage patients* (Malhi, 2008).

Psychiatry.

The psychiatry milestone work group, developing the subcompetencies and milestones defined by the Accreditation Council for Graduate Medical Education, identified

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two subcompetencies that focus on professional attitudes and *accountability* (Sanders et al., 2014). Psychiatrists must have *skills* in *communication*, building relationships, and managing behaviour (Baer & Schwartz, 2011). Patients human rights must be respected (Jakovljević, 2012) and clinicians should focus on *patient welfare* and *social inclusion* (Ikkos, 2010, as cited in Bouras & Ikkos, 2013). Psychiatrists must contain the anxieties of patients and colleagues (Bhugra & Gupta, 2011) and those at the top of the profession have additional responsibilities to other members (De Waal et al., 2010). Furthermore, psychiatrists' interactions extend beyond their own discipline to wider society (Schreiber et al., 2016).

Nursing.

CMHNs have described their role as being *kind* and helping to *empower people* and *promote independence* (Crawford et al., 2008). Consequently, an *empathic* and *diplomatic* ability is highly regarded whilst working in mental health services (Blegeberg et al., 2008).

Psychology, counselling, and psychotherapy.

In psychotherapy, an emphasis is placed on the clinician as well as the patient in the practitioner-patient relationship (Ikkos & Mace 2009); and effective therapeutic relationships, the interpersonal relationship, communication skills, *professional rapport* and *self-reflection* are suggested to be in keeping with the counselling psychology fields professional roots (Haverkamp et al., 2011).

Social work.

No findings suggested specific attributes for the Social Work profession related to this subtheme.

(c) Working professionalism.

Working professionalism allows practitioners to make appropriate judgements in times of need, applying *critical thinking*, *reflection* and *situational judgement*. A meta-ethnographic study shown that some helpful actions go beyond professional neutrality and

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1
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3 distance (Ljungberg et al., 2015). Excessive rigidity may be harmful to patients (Zur, as cited
4
5 by Gottlieb et al., 2009); and whilst practitioners must maintain appropriate boundaries, they
6
7 also must step outside of their role if it is in the patient's best interest (Brendel et al., 2007;
8
9 Malone, 2012). Practitioners must deal with ambiguity (Bhugra, 2009; Bhugra & Gupta
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11 2011); requiring *practical wisdom*, a central virtue of professionalism (Crowden, 2003).
12
13 Practical wisdom allows clinicians to exercise their judgement, whilst still abiding to
14
15 overarching professional consensus (Malhi, 2008).
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18 Involuntary commitment and boundary violations (Dingle & Stuber, 2008) highlight
19
20 that in some situations contextual knowledge is needed to establish the best course of action
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22 (Malhi, 2008). Identifying, considering, and making decisions in ethical dilemmas are
23
24 critical components of professionalism (Dingle & Stuber, 2008) and ethical challenges must
25
26 be managed thoughtfully and ethically; always acting in the patient's best interest (Brendel et
27
28 al., 2007). Whilst providing a lift home to patients may typically be viewed a crossing of
29
30 boundaries for example, such action may be ethically justifiable, therapeutic or even
31
32 obligatory in certain circumstances (Martinez, as cited by Brendel et al., 2007). Noting that
33
34 professionals' views differ regarding the most appropriate action (Pelto-Piri et al., 2012), and
35
36 patients' needs differ; practitioners must exercise their judgement, acting appropriately
37
38 (Ljungberg et al., 2015). Professionals must use (a) '*reflection-in-learning*', (b) '*knowledge-*
39
40 *in-action*', and (c) '*reflection-in-action*' to manage situations where uncertainty, instability,
41
42 and values conflicts arise (Schön, 2002). As Bhugra suggests, "*professionalism implies*
43
44 *wisdom in practice*" (p.329, Bhugra, 2008b).
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Psychiatry.

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50 Psychiatrists must step into the patient's mind from time to time to identify what is
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52 happening for them (Schreiber et al., 2016) and must therefore manage transference and
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54 counter-transference issues (Ikkos et al., 2011). Given the complex nature of mental illness
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3 (Bhugra & Gupta, 2011) psychiatrists must manage situations where their contractual
4 obligations with society put them at odds with their patient and the Hippocratic tradition (e.g.
5 detaining an individual in hospital, involuntarily; Robertson & Walter, 2007). Consequently,
6 psychiatry trainees must understand the nuances to psychiatric practice (Schwartz et al.,
7 2009).

Nursing.

13
14
15 No findings suggested specific attributes for the Nursing profession related to this
16 subtheme.

Psychology, counselling, and psychotherapy.

19
20
21
22 *Interpersonal relatedness* is core to the psychotherapies and thus *social*
23 *perceptiveness, emotional resonance and responsiveness, compassion, motivation to help*
24 *others* are essential qualities (Orlinsky et al., 2005). A key trait of psychologists is a
25 ‘*willingness*’ or ‘*openness*’; students are concerned about the competence of a therapist who
26 is particularly rigid and less flexible in practice (Paprocki, 2014).

Social work.

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33
34
35 Alike other professions, social workers must manage ethical dilemmas, and
36 transference and countertransference issues (Groves & Kerson, 2011). Ethical dilemmas
37 reported for Taiwanese social workers include: public security versus personal freedom,
38 medical opinion versus patient will, and the social worker’s opinion versus the will of the
39 committee (Wu et al., 2013).

Discussion

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49 We conducted a rapid systematic review of the literature to derive an operational definition of
50 professionalism for specialist mental health services. Seventy records were included; most
51 pertained to psychiatry—a medical profession—but the views of nurses, psychologists,
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counsellors, social workers and service users also were evident, reflecting the interdisciplinary nature of specialist mental health service provision.

Summary of Key Findings

We observed a scarcity of patient presence in the literature, which could be due to various factors, including the keywords used. Our findings highlight that professionalism is viewed as the basis of a social contract between professions and society; where professions use their 'expert power' (French et al., 1959) to establish and maintain dominance in their areas of practice. Practitioners are embodiments of their profession and require intrapersonal professionalism, interpersonal professionalism, and working professionalism to fulfil their role.

There is considerable overlap amongst the themes noted. Expectations of professionals are similar to the expectations of a profession (for example, both are expected to self-regulate). Professionals are expected to possess the relevant skills and attributes to honour their codes of conduct yet are given the freedom to act flexibly so long as they work within society's expectations of the profession. In turn, professions amend their codes of conduct, because of cases of professional misconduct.

Similarities and Differences amongst Professions

It is difficult to derive strong conclusions regarding the similarities and differences between professions given the limited literature for some groups. Moreover, many of the themes are likely to apply to professionalism in healthcare in general. A more formal comparison of the conceptualisation of professionalism between mental health and non-mental health settings is beyond the scope of this review; however, we would assume the themes we elicited are important to some degree when working with patients in non-mental health settings, particularly those affected by mental health conditions. Thus, there may not be mental health and non-mental health specific domains to professionalism, but rather it is a

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3 matter of the degree of emphasis placed on each of them. For example, in Western societies,
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5 healthcare professionals in all settings would generally agree that they would want to work to
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7 support patient autonomy in relation to decision-making about their care. In mental health
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9 settings this may be a particular challenge to professionalism where there are questions about
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11 a patient's capacity to make decisions in their best interests.
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14 Despite the limited literature available for some groups, it is clear there are many
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16 commonalities across disciplines in relation to how they view professionalism. Again, it
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18 would seem it is a matter of the emphasis placed on various themes that differs between
19
20 professional groups, rather than having a specific subset of domains relating to professional
21
22 behaviours. Our findings highlight that when discussing professionalism the psychiatric
23
24 literature emphasises overarching competencies, mental capacity and human rights,
25
26 transference and countertransference, and ethical dilemmas; the counselling and psychology
27
28 literature emphasises the patient-practitioner relationship, the empowerment of patients, a
29
30 focus on assets and strengths, and qualities that facilitate interactions with others, including
31
32 emotional resonance and social perceptiveness; the nursing literature includes empirical
33
34 studies, which focus on professional identity and a lack of clarity regarding the nursing role;
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36 and the social work profession makes reference to the ethical dilemmas that social workers
37
38 face. These findings must be interpreted with caution however, given (a) the qualitative
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40 nature of our review and (b) that the majority of records (n=45) focused on psychiatry as an
41
42 occupational group.
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Patient Preferences

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48 We found that patients expect professionals to adhere to their codes of conduct; yet
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50 overly rigid practice is undesired and potentially detrimental for patients. Patients expect
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52 clinicians to have the knowledge, skills and experience to undertake their role, and be able to
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54 exercise their judgement to navigate the dilemmas they are faced with. Patients want
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PROFESSIONALISM IN MENTAL HEALTH SERVICES

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3 practitioners that possess empathy and cultural awareness, that protect their human rights,
4 that they can have a relationship, and that instil hope and facilitate empowerment.

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7 Consequently, practitioners must be able to form and maintain healthy relationships with
8 patients and colleagues; being able to engage patients, establish trust, promote patient
9 empowerment, instil self-worth and hope, and facilitate treatment and recovery.
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12 **Operational Definition of Professionalism for a Mental Health Service** 13 **Context**

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15 We observed similarities between professions and service users regarding the
16 conceptualisation of professionalism in mental health services. Given these, we propose two
17 operational definitions of professionalism that apply to all professions working in a mental
18 health service context.
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- 28 1. *Professionalism forms the basis of a dynamic social contract*
29 *between professions and society. This contract (which can have both tacit*
30 *and explicit elements) specifies that society will remunerate the members*
31 *and permit the profession to self-regulate on the understanding that the*
32 *profession use their skills for patient and public good.*
33
34
- 35 2. *On an individual level, professionalism can be conceptualised as a*
36 *latent trait, composed of elements of intrapersonal, interpersonal, and*
37 *working professionalism. This trait may only be observed through manifest*
38 *behaviours in certain situations. Such behaviours will be in keeping with*
39 *society's expectations and demonstrate a commitment to ethical practice,*
40 *cultural-sensitivity, self-awareness and reflection and self-discipline.*
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3 This definition may still appear somewhat abstract. However, this reflects the situation-
4 specific nature of professionalism, in that it may be best captured by applying principles to
5 particular contexts and scenarios. As highlighted earlier, this is acknowledged in the ability to
6 respond flexibly to situations that may challenge professional judgement within mental health
7 services. This is one reason why situational judgement testing may be an effective way of
8 measuring an individual's knowledge of professionalism in that it will present individual
9 scenarios which may require a somewhat flexible response from the respondent.
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11 Nevertheless, it is hoped that by deriving themes and overarching principles the generation of
12 such scenarios and tests will be facilitated.
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Professionalism at Work

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25 Issues relating to confidentiality and involuntary commitment are particularly
26 controversial in mental health services; when an individual's mental health may result in
27 dangerous or offending behaviour, the safety of patients and the public can take precedence
28 over the individual's preferences and choice (Ikkos et al., 2011). Patients' human rights must
29 be protected whilst a professional balances patient autonomy against the perceived risks
30 presented. In keeping with today's expectations, mental health practitioners will work
31 towards patient welfare, reflecting on their practice and will manage situations appropriately
32 should societal, cultural, and ethical obligations diverge.
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Comparisons with the Existing Literature

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44 This is the first systematic review to define professionalism for mental health
45 services. Our review highlights that professionalism is conceptualised on two levels. As
46 previously suggested, professionalism is viewed as the basis of a contract between
47 professions and society. We observed various attributes of professionalism, some align to
48 two themes previously proposed (intrapersonal and interpersonal professionalism; van de
49 Camp et al., 2004). We suggest an additional theme, 'working professionalism'; which
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PROFESSIONALISM IN MENTAL HEALTH SERVICES

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3 extends beyond first-order cognitive skills—that may result in rigid practice—to second-order
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5 thinking, which allows professionals to make appropriate judgements and act according to
6
7 specific situations they encounter. Thus, the literature highlights the need for flexible
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9 response, in contrast to strict adherence to codes of conduct. Our definition thus provides a
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11 framework to establish what attributes are desired, by stakeholders, of practitioners working
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13 in this setting.
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16 Our review suggests that professionalism is an overarching concept rather than one of
17
18 several competencies, which is in keeping with framings of professionalism in the United
19
20 Kingdom (Hafferty, 2017). The five clusters of professionalism: *adherence to ethical*
21
22 *practice principles, effective interactions with patients and those important to them, effective*
23
24 *interactions with colleagues in the healthcare system, reliability, and commitment to self-*
25
26 *regulation and continuing professional and service development* (Wilkinson et al., 2009) also
27
28 were evident in our review, yet we observed an increasing emphasis on the need for
29
30 situational judgement and flexible practice.
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34 The domain of working professionalism aligns to earlier works which suggest that
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36 professionalism is best viewed as a situated construct, dependent on self, context, and the
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38 ability to select appropriate behaviours for the situations presented (Burford et al., 2014).
39
40 The dynamic nature of professionalism that we observed resonates with the literature on
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42 ‘situated cognition’; behaviour in a particular work context cannot be assumed to be
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44 determined by a stable trait or traits but is a response to specific contextual factors perceived
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46 at a particular moment (Brown et al., 1989).
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49 Whilst professions may seek to enhance their power by adopting the expertise and
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51 practice of other groups, it is suggested that, paradoxically, closer inter-disciplinary working
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53 in mental health could both enhance the professionalism and empower all practitioners.
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Strengths and Limitations

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3 We performed a rapid review to synthesise the literature, noting that rapid reviews
4 may generate similar conclusions to full reviews (Watt et al., 2008). A strength of our review
5 is that we followed the PRISMA checklist (Moher et al., 2009) for reporting (see Table C1)
6 and have been explicit regarding our methodology (Cook & West, 2012; Ganann et al., 2010;
7 Schünemann & Moja, 2015).
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13 We excluded records focussing on low- or middle-income countries, relating to
14 substance misuse services or family medicine, or concerned with a subgroup of people with
15 specific diagnoses or symptoms. Consequently, the findings may not be transferable to these
16 settings. Articles were excluded if they were not written in English (n=2), or not freely
17 accessible at the time of retrieval (n=24). Whilst this restricted some literature from being
18 included, we considered it a justifiable trade-off to complete the review in a timely manner.
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26 Two reviewers screened title and abstracts independently to minimise the risk of
27 reviewer error and bias. In addition, a sample of the data extracted was checked by a second
28 reviewer. Given the heterogeneous nature of the data, we did not perform a critical appraisal
29 of the literature, which is often the case for rapid reviews that wish to achieve shorter
30 timescales (Hartling et al., 2015). One author performed the thematic analysis; thus,
31 additional topic experts were consulted to ensure the reliability and validity of the review
32 findings.
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42 Our choice of key words may have limited the opportunity to identify literature that
43 expresses the views of patients and carers on this topic. Also, whilst professions frame
44 professionalism differently, we integrated findings to derive an operational definition of
45 professionalism for specialist mental health services. We believe this is appropriate as all
46 professions support individuals within this service and all share the common purpose of
47 patient welfare. The definition presented provides a framework that will facilitate the
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PROFESSIONALISM IN MENTAL HEALTH SERVICES

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3 teaching and assessment of professionalism as well the development of more robust values-
4 based recruitment measures, including situational judgement tests.

Recommendations for Further Research and Practice

9 Patient and carer perspectives were manifest in discussions about helpful relationships
10 and recovery promoting competencies; yet the views of practitioners and researchers
11 outweighed these. Future research should seek out the views and preferences of those using
12 these services to confirm the values, attributes and behaviours that patients and carers desire
13 from professionals working in this setting. Using recovery focused terms may help tease out
14 service user and carer perspectives on this topic. The same may also be true using terms with
15 a negative connotation (e.g stigmatization).
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24 Whilst our review focused on mental health services, the findings may be transferable
25 to other healthcare settings. This is yet to be explored. A dearth of literature was found
26 pertaining to learning disability services; future studies may also wish to explore whether
27 these findings are transferable to learning disability settings. Whilst we deemed a rapid
28 approach suitable for this review, a more comprehensive review may generate more
29 conclusive findings. A further review may wish to use additional databases (e.g. Open Grey)
30 to increase the probability that grey literature will be identified.
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Conclusion

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42 In keeping with the existing literature on medical professionalism, our review found
43 that in specialist mental health services professionalism is viewed as the basis of a dynamic
44 social contract between professions and society. Given the lack of patient presence observed,
45 we propose an operational definition of professionalism that will encourage the engagement
46 of all stakeholders in renegotiations of this contract.
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53 Our review demonstrates that a practitioner may represent their profession by
54 possessing intrapersonal professionalism, interpersonal professionalism and working
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PROFESSIONALISM IN MENTAL HEALTH SERVICES

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3 professionalism. Various elements of professionalism are highlighted, and we differentiate
4
5 between elements that are generic across professions and those specific to one or two
6
7 professions only. As patients using specialist mental health services may suffer from
8
9 depression, psychosis, anxiety, and/or other emotional problems, practitioners have a duty to
10
11 protect patients' human rights, promote recovery, instil hope and facilitate patient
12
13 empowerment. The ability to satisfactorily resolve such tensions requires a flexible approach
14
15 and practical wisdom.
16

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18 Professionalism is influenced by all stakeholders and professions must regularly
19
20 renegotiate their social contracts with society. Henceforth, the framework we propose offers
21
22 a strong foundation to determine what behaviours are desired of professionals working in
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24 specialist mental health services, and what situations these depend upon.
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Appendix A. Search string used for review**Table A1. Base Search (CINAHL Plus via EBSCO)**

Database: CINAHL Plus (EBSCO) <searched on 11/02/2017>

Boolean/Phrase searches

(Professionalism OR professionalization OR unprofessional*).m_title.

("professional competence" or "professional skill*" or "professional value*" or

"professional role*" or "professional attitude*" or "professional identity*" or

"professional practice*" or "professional communication*" or "professional

standard*" or "professional accountability*" or "professional dissonance*" or "professional

impairment*" or "professional dysfunction*" or "professional malpractice*" or

"professional misconduct*" or "professional omission*").m_title.

((Professionalism ADJ3 (issue* OR behavior* OR act* OR ethic* OR humanism*)) NOT

(Professionalism ADJ3 activity*)).m_title.

*professionalism/

1 OR 2 OR 3 OR 4

("mental health" or psychiatry* or "learning disability*" or "learning difficulty*" or

"learning disorder*" or "intellectual disability*").ti,ab.

(AMHP* or counsellor* or RMN* or psychotherapy* or therapy*).ti,ab.

mental health/

psychiatry/

learning disorders/

intellectual disability/

6 OR 7 OR 8 OR 9 OR 10 OR 11

("physical therapy*" OR "occupational therapy*").ti,ab.

12 NOT 13

5 AND 14

limit 15 to (english language and yr="2006 -Current")

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Appendix B. Existing definitions of professionalism**Table B1. Explicit definitions of professionalism noted in the literature**

Author	Excerpt
Bhugra (2010)	<i>'professionalism is dynamic and responds to change.'</i> (Johnson, 2006, cited by Bhugra, p.323)
Ikkos and Mace (2009)	<i>'a far from unitary concept.'</i> (p.166)
Ikkos and Mace (2009)	<i>'a very complex and fluid construct'</i> (p.169)
Sims (2011)	<i>'multidimensional and characterised by change.'</i> (p.266)
ABIM Foundation (2002)	<i>'Professionalism is the basis of medicine's contract with society.'</i> (p.244)
Bhugra and Gupta (2010) & Joiner et al. (2015)	<i>'a set of values, behaviours and relationships that underpin the trust the public has in its doctors.'</i> (p.xi, The Royal College of Physicians, 2005, as cited by Bhugra and Gupta, p.10, and Joiner et al., p.72).
Bhugra (2008)	<i>'implies knowledge, skills and wisdom in practice.'</i> (p.327).
Bhugra (2010)	<i>'is defined as having a scientific or technical knowledge base, skills and altruism, with an emphasis on public good as far as medicine is concerned.'</i> (p.323).
Dingle and Stuber (2008)	<i>'manifested through a commitment to performing professional responsibilities, adherence to ethical principles, and sensitivity to a diverse patient population.'</i> (ACGME, 2007, cited by Dingle and Stuber, p.190).
Jakovljevic (2012)	<i>'the way how we define and practice fundamental principles and professional responsibilities in psychiatry.'</i> (Jakovljevic, 2002, cited by Jakovljevic, p.342).
Bouras and Ikkos (2013)	<i>'the norms that guide the relationships in which physicians engage in the care of patients.'</i> (Kucsewski, 2006, cited by Bouras and Ikkos, p.23).
Merriam Webster online dictionary (2017)	<i>'the conduct, aims, or qualities that characterize or mark a profession or a professional person.'</i> (Merriam Webster online dictionary, 2017).
Evans (2008)	<i>'professionalism-influenced practice that is consistent with commonly-held consensual delineations of a specific profession and that both contributes to and reflects perceptions of the profession's purpose and status and the specific nature, range and levels of service provided by, and expertise prevalent within,</i>

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	<i>the profession, as well as the general ethical code underpinning this practice.'</i> (p.29).
Poole and Bhugra (2008)	<i>'professionalism is protectionism.'</i> (p.196).
Bhugra (2008)	<i>'modern professionalism is both the encouragement and celebration of good practice and the protection of patients and the public from suboptimal practice.'</i> (Irvine, 2006, cited by Bhugra, p.329).

Appendix C. PRISMA Checklist (Moher, Liberati et al. 2009)

Table C1. PRISMA Checklist for the Systematic Review of defining professionalism for mental health services

Section/topic	#	Checklist item	Reported on page #
TITLE			
Title	1	Identify the report as a systematic review, meta-analysis, or both.	1
ABSTRACT			
Structured summary	2	Provide a structured summary including, as applicable: background; objectives; sources; study eligibility criteria, participants, and interventions; study appraisal and synthesis methods; results; limitations; conclusions and implications of key findings; systematic review registration number.	2
INTRODUCTION			
Rationale	3	Describe the rationale for the review in the context of what is already known.	3
Objectives	4	Provide an explicit statement of questions being addressed with reference to participants, interventions, comparisons, outcomes, and study design (PICOS).	3
METHODS			
Protocol and registration	5	Indicate if a review protocol exists, if and where it can be accessed (e.g., Web address), and, if available, provide registration information including registration number.	4
Eligibility criteria	6	Specify study characteristics (e.g., PICOS, length of follow-up) and report characteristics (e.g., years considered, language, publication status) used as criteria for eligibility, giving rationale.	4
Information sources	7	Describe all information sources (e.g., databases with dates of coverage, contact with study authors to identify additional studies) in the search and date last searched.	4
Search	8	Present full electronic search strategy for at least one database, including any limits used, such that it could be repeated.	Table A1 (24)
Study selection	9	State the process for selecting studies (i.e., screening, eligibility, included in systematic review, and, if applicable, included in the meta-analysis).	4

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Section/topic	#	Checklist item	Reported on page #
Data collection process	10	Describe method of data extraction from reports (e.g., piloted forms, independently, in duplicate) and any processes for obtaining and confirming data from investigators.	5
Data items	11	List and define all variables for which data were sought (e.g., PICOS, funding sources) and any assumptions and simplifications made.	5 & Table 1
Risk of bias in individual studies	12	Describe methods used for assessing risk of bias of individual studies (including specification of whether this was done at the study or outcome level), and how this information is to be used in any data synthesis.	NA
Summary measures	13	State the principal summary measures (e.g., risk ratio, difference in means).	NA
Synthesis of results	14	Describe the methods of handling data and combining results of studies, if done, including measures of consistency (e.g., I ²) for each meta-analysis.	5
Risk of bias across studies	15	Specify any assessment of risk of bias that may affect the cumulative evidence (e.g., publication bias, selective reporting within studies).	NA
Additional analyses	16	Describe methods of additional analyses (e.g., sensitivity or subgroup analyses, meta-regression), if done, indicating which were pre-specified.	3
RESULTS)			
Study selection	17	Give numbers of studies screened, assessed for eligibility, and included in the review, with reasons for exclusions at each stage, ideally with a flow diagram.	5
Study characteristics	18	For each study, present characteristics for which data were extracted (e.g., study size, PICOS, follow-up period) and provide the citations.	6 & Table 1
Risk of bias within studies	19	Present data on risk of bias of each study and, if available, any outcome level assessment (see item 12).	NA
Results of individual studies	20	For all outcomes considered (benefits or harms), present, for each study: (a) simple summary data for each intervention group (b) effect estimates and confidence intervals, ideally with a forest plot.	NA
Synthesis of results	21	Present results of each meta-analysis done, including confidence intervals and measures of consistency.	NA
Risk of bias across studies	22	Present results of any assessment of risk of bias across studies (see Item 15).	NA
Additional analysis	23	Give results of additional analyses, if done (e.g., sensitivity or subgroup analyses, meta-regression [see Item 16]).	10
DISCUSSION			
Summary of evidence	24	Summarize the main findings including the strength of evidence for each main outcome; consider their relevance to key groups (e.g., healthcare providers, users, and policy makers).	15
Limitations	25	Discuss limitations at study and outcome level (e.g., risk of bias), and at review-level (e.g., incomplete retrieval of identified research, reporting bias).	20
Conclusions	26	Provide a general interpretation of the results in the context of other evidence, and implications for future	22

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Section/topic	#	Checklist item	Reported on page #
		research.	
FUNDING			
Funding	27	Describe sources of funding for the systematic review and other support (e.g., supply of data); role of funders for the systematic review.	Author note

For Peer Review Only

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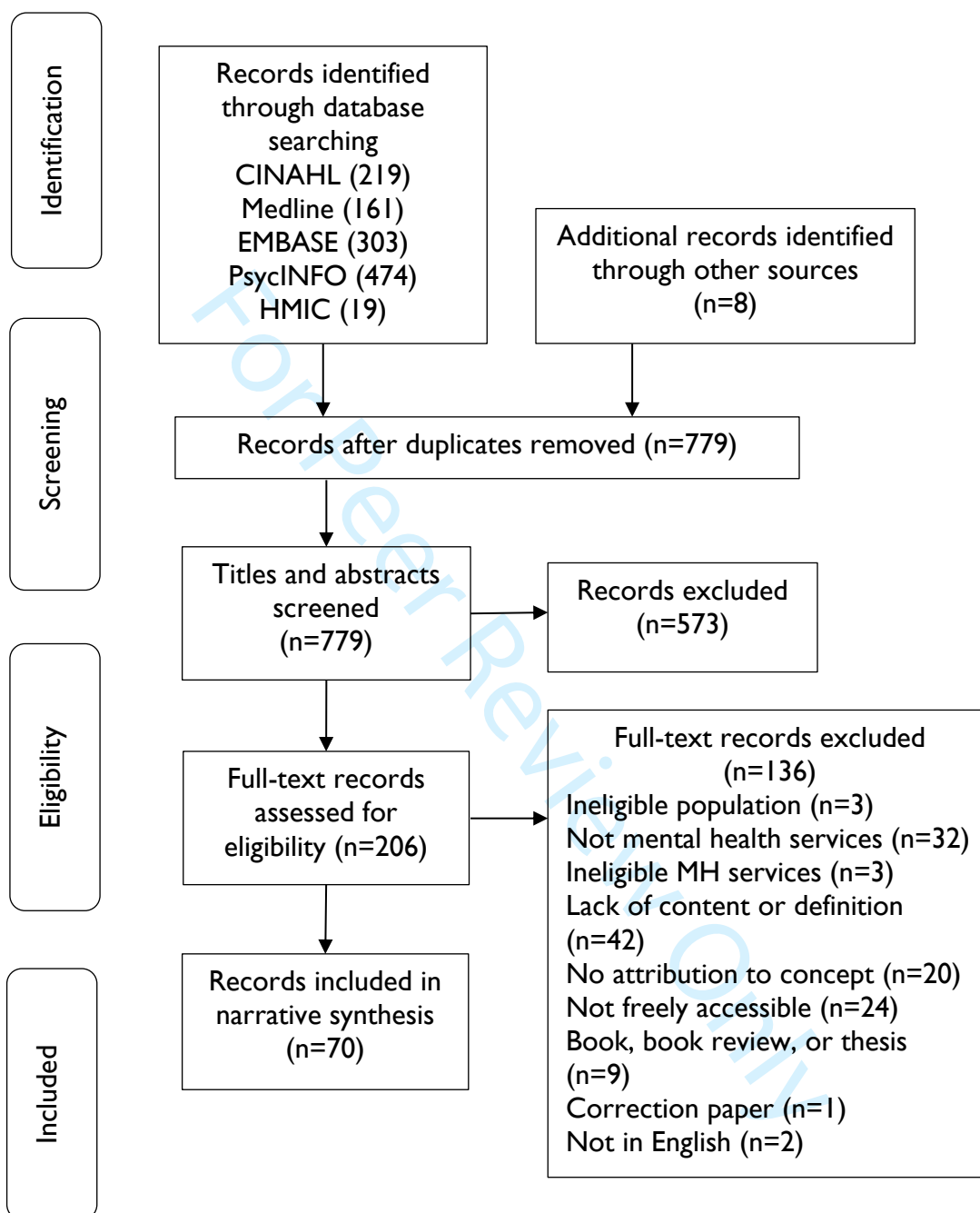
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PROFESSIONALISM IN MENTAL HEALTH SERVICES

Figure 1. Flow Diagram for systematic review of defining professionalism for the mental health service context



PROFESSIONALISM IN MENTAL HEALTH SERVICES

Table 1. Characteristics of Included Records

Article	Type of article	Journal / Source	Profession of author(s)	Country of authorship	Reference made to the mental health service context
Ljungberg, Denhov & Topor (2015) The Art of Helpful Relationships with Professionals: A Meta-ethnography of the Perspective of Persons with Severe Mental Illness	Review article	Psychiatric Quarterly	Social Work / Psychiatry	Sweden / Norway	Review focuses on helpful relationships for people with Serious Mental Illness
Bhugra (2008b) Renewing psychiatry's contract with society	Discussion paper	Psychiatric Bulletin	Psychiatry	UK	Focus on psychiatry's contract with society
Bhugra & Gupta (2011) Alienist in the 21st century	Discussion paper	Asian Journal of Psychiatry	Psychiatry	UK	Focus on the history of the psychiatric profession
Bouras & Ikkos (2013) Ideology, psychiatric practice and professionalism	Discussion paper	Psychiatriki	Psychiatry	UK	Focus on the psychiatric profession with regards to ideology
Brendel et al. (2007) The price of a gift: an approach to receiving gifts from patients in psychiatric practice	Discussion paper	Harvard Review of Psychiatry	Psychiatry	USA	Focus on the psychiatric profession and ethical dilemmas regarding gifts
Coverdale (2007) Virtues-based advice for beginning medical students	Discussion paper	Academic Psychiatry	Psychiatry	USA	Whilst discussing virtues, reports on a survey with the academic psychiatry editorial board
De Waal, Malik & Bhugra (2010) The psychiatric profession: an expertise under siege?	Discussion paper	International Journal of Social Psychiatry	Psychiatry	UK	Focus on threats to the psychiatric profession
Dingle & Stuber (2008) Ethics education	Discussion paper	Child and Adolescent Psychiatric Clinics of North America	Psychiatry	USA	Focus on ethics, specifically within child and adolescent mental health services

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3	Elman & Forrest (2007) From trainee impairment to professional competence problems: Seeking new terminology that facilitates effective action	Discussion paper	Professional Psychology-Research and Practice	Counselling Psychology	USA	Focuses on issues with terminology, across counselling psychology
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7	Fay (2013) The Baby and the Bathwater: An Unreserved Appreciation of Nick Totton's Critique of the Professionalisation of Psychotherapy	Discussion paper	Psychotherapy and Politics International	Clinical psychology / Psychotherapy	New Zealand	Focus on the professionalisation of psychotherapy
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11	Gottlieb, Younggren & Murch (2009) Boundary Management for Cognitive Behavioral Therapies	Discussion paper	Cognitive and Behavioral Practice	Psychology/ Psychotherapy	USA	Focus on ethical issues with cognitive behavioural therapy
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13						
14	Haverkamp et al. (2011) Professional Issues in Canadian Counselling Psychology: Identity, Education, and Professional Practice	Discussion paper	Canadian Psychology- Psychologie Canadienne	Counselling Psychology	Canada	Focus on the identity of Canadian counselling psychologists
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18	Ikkos & Mace (2009) Professionalising psychotherapy: Lessons from the development of psychiatry	Discussion paper	European Journal of Psychotherapy and Counselling	Psychiatry / Psychotherapy	UK	Focus on the professionalisation of psychotherapy
19						
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22	Jakovljevic (2012) Professionalism in psychiatry and medicine: a hot topic	Discussion paper	Psychiatria Danubina	Psychiatry	Croatia	Focus on professionalism in psychiatry
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24						
25	John et al. (2016) Training Psychiatry Residents in Professionalism in the Digital World	Discussion paper	Psychiatric Quarterly	Psychiatry	UK	Focus on digital media within the psychiatric profession
26						
27						
28	Mendelberg (2014) The integration of professional values and market demands: A practice model	Discussion paper	The Psychologist-Manager Journal	Clinical Psychology	USA	Talks about a private practice developed to serve those with mental illness
29						
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31	Paprocki (2014) When Personal and Professional Values Conflict: Trainee Perspectives on Tensions Between Religious Beliefs and Affirming Treatment of LGBT Clients	Discussion paper	Ethics & Behavior	Psychology	USA	Discusses ethical issues related to the delivery of psychological therapy for LGBT clients
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36	Peek, H. S. et al. (2015) Blogging and Social Media for Mental Health Education and Advocacy: a Review for Psychiatrists	Discussion paper	Current Psychiatry Reports	Psychiatry	USA	Focus on digital media within the psychiatric profession
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PROFESSIONALISM IN MENTAL HEALTH SERVICES

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3	Randall & Kindiak (2008) Deprofessionalization or	Discussion	Social Work in Health	Social Work	Canada	Focus on the
4	Postprofessionalization? Reflections on the State	paper	Care			professionalisation of social
5	of Social Work as a Profession					work
6						
7	Roberts & Termuehlen (2013) (Honest) letters of	Discussion	Academic Psychiatry	Psychiatry	USA	Focus on psychiatric issues
8	recommendation	paper				
9						
10	Robertson & Walter (2007) Overview of	Discussion	Academic Psychiatry	Psychiatry	Australia	Focus on ethics in psychiatry
11	psychiatric ethics I: Professional ethics and	paper				
12	psychiatry					
13						
14	Sanders, Servis & Boland (2014) The four general	Discussion	Academic Psychiatry	Psychiatry	USA	Focus on competencies in the
15	competencies	paper				psychiatric profession
16						
17	Schreiber et al. (2016) The Patient-Psychiatrist	Discussion	Psychiatric Quarterly	Psychiatry	Israel	Discusses the patient /
18	Relationship on the Axis of the Other and the	paper				psychiatrist relationship
19	Same					
20						
21	Schwartz, Kotwicki & McDonald (2009)	Discussion	Academic Psychiatry	Psychiatry	USA	Minimal reference made to
22	Developing a modern standard to define and	paper				the field of mental health, but
23	assess professionalism in trainees					authors work in psychiatry
24						and article published within a
25						psychiatric journal
26	Young et al. (2013) The EAP Project to establish	Discussion	International Journal of	Psychotherapy	International	Focus on competencies in
27	the professional competencies of a European	paper	Psychotherapy			psychotherapy
28	psychotherapist					
29						
30	Bhugra (2009) Professionalism and psychiatry: past,	Editorial /	Australas Psychiatry	Psychiatry	UK	Focus on the psychiatric
31	present, future	Opinion piece				profession
32						
33	Bhugra (2010) Editorial: Teaching Professionalism	Editorial /	International Journal of	Psychiatry	UK	Focus on professionalism in
34	in Psychiatry	Opinion piece	Social Psychiatry			psychiatry
35						
36						
37	Bhugra & Brown (2007) Editorial: psychiatry: de-	Editorial /	International Journal of	Psychiatry	UK	Focus on threats to the
38	professionalisation	Opinion piece	Social Psychiatry			psychiatric profession
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PROFESSIONALISM IN MENTAL HEALTH SERVICES

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3	Bhugra & Gupta (2010) Medical professionalism in psychiatry	Editorial / Opinion piece	Advances in Psychiatric Treatment	Psychiatry	UK	Focus on professionalism in psychiatry
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6	Brown & Bhugra (2007) 'New' professionalism or professionalism derailed	Editorial / Opinion piece	Psychiatric Bulletin	Psychiatry	UK	Focus on professionalism in psychiatry
7						
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9	Coverdale, Balon & Roberts (2011) Cultivating the professional virtues in medical training and practice	Editorial / Opinion piece	Academic Psychiatry	Psychiatry	USA	Editorial for an issue in academic psychiatry
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12	Gosselink & de Man (2012) The psychiatric scrapbook: fantasizing from the patient's perspective	Editorial / Opinion piece	Educ Health (Abingdon)	Psychiatry	Netherlands	Focus on a teaching programme in psychiatry
13						
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16	Grounds et al. (2010) Contemplating common ground in the professional ethics of forensic psychiatry	Editorial / Opinion piece	Criminal Behaviour and Mental Health	Forensic Psychiatry	USA / UK	Discusses ethics relating to forensic psychiatry
17						
18						
19						
20	Happell (2006) Would the real mental health nurse please stand up? The relationship between identification and professional identity	Editorial / Opinion piece	International Journal of Mental Health Nursing	Psychiatry	UK	Discusses psychiatric nurses in comparison to nurses in other specialties
21						
22						
23						
24	Ikkos, McQueen & St. John-Smith (2011) Psychiatry's contract with society: What is expected?	Editorial / Opinion piece	Acta Psychiatrica Scandinavica	Psychiatry	UK	Focus on psychiatry's contract with society
25						
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28	Lampshire (2012) Living the dream	Editorial / Opinion piece	Psychosis-Psychological Social and Integrative Approaches	Former service user	New Zealand	Talks about their personal experience as a former mental health service user
29						
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32	Malhi (2008) Professionalizing psychiatry: from 'amateur' psychiatry to 'a mature' profession	Editorial / Opinion piece	Acta Psychiatrica Scandinavica	Psychiatry	Australia	Focus on psychiatry and professionalisation
33						
34						
35	Malone (2012) Ethical professional practice: exploring the issues for health services to rural Aboriginal communities	Editorial / Opinion piece	Rural Remote Health	Psychology	Canada	Discusses ethical issues related to working in aboriginal communities
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PROFESSIONALISM IN MENTAL HEALTH SERVICES

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3	Peek (2014) Psychiatry and Professionalism in the	Editorial /	Psychiatric Times	Psychiatry	USA	Focus on digital media within
4	Digital Age	Opinion piece				the psychiatric profession
5						
6	Poole & Bhugra (2008) Editorial: Should psychiatry	Editorial /	International Journal of	Psychiatry	UK	Focus on the profession of
7	exist?	Opinion piece	Social Psychiatry			psychiatry
8						
9	Roberts (2009) Professionalism in psychiatry: a	Editorial /	Academic Psychiatry	Psychiatry	USA	Editorial for an issue in
10	very special collection	Opinion piece				academic psychiatry
11						
12	Rogers (2009) Dare we do away with	Editorial /	Therapy Today	Counselling	UK	Discusses how
13	professionalism?	Opinion piece				professionalisation would be
14						detrimental to the counselling
15						practice
16	Scott Johnson, Chiu & Czelusta (2015) For	Editorial /	Current Psychiatry	Psychiatry	USA	Focus on digital media within
17	residents, technology can put professionalism and	Opinion piece				the psychiatric profession
18	reputation at risk					
19						
20	Talbott & Mallott (2006) Professionalism, medical	Editorial /	Journal of psychiatric	Psychiatry	USA	Focus on psychiatry
21	humanism, and clinical bioethics: The new wave-	Opinion piece	practice			
22	does psychiatry have a role?					
23						
24	Wise (2008) Competence and scope of practice:	Editorial /	Journal of Clinical	Psychotherapy	USA	Focus on the practice of
25	ethics and professional development	Opinion piece	Psychology			psychotherapy and mental
26						health
27						
28	Baer & Schwartz (2011) Teaching professionalism	Quantitative	Psychosomatics	Psychiatry	USA	Focus on digital media within
29	in the digital age on the psychiatric consultation-	study				the psychiatric profession
30	liaison service					
31						
32	Goodyear et al. (2016) A global portrait of	Quantitative	Counselling	Counselling	International	Focuses on counselling
33	counselling psychologists' characteristics,	study	Psychology Quarterly	psychology		psychology internationally
34	perspectives, and professional behaviors					
35						
36	Harris & Kurpius (2014) Social Networking and	Quantitative	Professional	Counselling	USA	Reports on a survey with
37	Professional Ethics: Client Searches, Informed	study	Psychology-Research	Psychology		counselling and psychology
38	Consent, and Disclosure		and Practice			graduate students
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PROFESSIONALISM IN MENTAL HEALTH SERVICES

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3	Jain et al. (2010) Psychiatry Residents' Attitudes on	Quantitative	Ethics & Behavior	Psychiatry	USA	Reports on a survey with
4	Ethics and Professionalism: Multisite Survey	study				psychiatry residents
5	Results					
6						
7	Jain, Lapid, et al. (2011) Psychiatric residents' needs	Quantitative	Academic Psychiatry	Psychiatry	USA	Reports on a survey with
8	for education about informed consent, principles	study				psychiatry residents
9	of ethics and professionalism, and caring for					
10	vulnerable populations: results of a multisite					
11	survey					
12						
13	Jain, Dunn, et al. (2011) Results of a multisite	Quantitative	Academic Psychiatry	Psychiatry	USA	Reports on a survey with
14	survey of U.S. psychiatry residents on education	study				psychiatry residents
15	in professionalism and ethics					
16						
17	Joiner et al. (2015) Medical professionalism	Quantitative	Australas Psychiatry	Psychiatry	UK	Reports on an audit with
18	education for psychiatry trainees: does it meet	study				psychiatry trainees
19	standards?					
20						
21	Komic, Marusic & Marusic (2015) Research	Quantitative	Plos One	(unclear)	Croatia	Focus on research integrity
22	Integrity and Research Ethics in Professional	study				and ethics codes across
23	Codes of Ethics: Survey of Terminology Used by					organisations, including
24	Professional Organizations across Research					mental health
25	Disciplines					
26						
27	Lapid et al. (2009) Professionalism and ethics	Quantitative	Academic Psychiatry	Psychiatry	USA	Reports on a survey with
28	education on relationships and boundaries:	study				psychiatry residents
29	psychiatric residents' training preferences					
30						
31	Marrero et al. (2013) Assessing professionalism	Quantitative	Academic Psychiatry	Psychiatry	USA	Reports on a survey with
32	and ethics knowledge and skills: preferences of	study				psychiatry trainees
33	psychiatry residents					
34						
35	Morreale, Balon & Arfken (2011) Survey of the	Quantitative	Academic Psychiatry	Psychiatry	USA	Reports on a survey with
36	importance of professional behaviors among	study				psychiatry residents,
37	medical students, residents, and attending					physicians and trainees
38	physicians					
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PROFESSIONALISM IN MENTAL HEALTH SERVICES

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3	Roberts et al. (2006) Preferences of Alaska and	Quantitative	Academic Psychiatry	Psychiatry	USA	Reports on a survey with
4	New Mexico psychiatrists regarding	study				psychiatrists
5	professionalism and ethics training					
6						
7	Russinova et al. (2011) Recovery-promoting	Quantitative	Psychiatric	Psychiatry	USA	Reports on a survey with
8	professional competencies: perspectives of	study	Rehabilitation Journal			consumers, consumer
9	mental health consumers, consumer-providers					providers and providers of
10	and providers					mental health services
11						
12	Symons et al. (2011) Allegations of serious	Quantitative	Counselling and	Counselling /	UK	Focus on complaints made in
13	professional misconduct: An analysis of the	study	Psychotherapy	Psychotherapy		counselling and
14	British Association for Counselling and		Research			Psychotherapy services
15	Psychotherapy's Article 4.6 cases, 1998–2007					
16						
17	Wu et al. (2013) Professional values and attitude of	Quantitative	Journal of Social Work	Social Work	Taiwan	Reports on a survey with
18	psychiatric social workers toward involuntary	study				social workers about
19	hospitalization of psychiatric patients					psychiatric detention
20						
21	Bhugra (2008a) Professionalism and psychiatry: the	Mixed methods	Acta Psychiatrica	Psychiatry	UK	Reports on a survey with
22	profession speaks		Scandinavica			psychiatrists re
23						professionalism in psychiatry
24	Leppma et al. (2016) Working With Veterans and	Mixed methods	Professional	Counselling	USA	Discusses competencies
25	Military Families: An Assessment of Professional		Psychology-Research			needed for working with
26	Competencies		and Practice			veterans in mental health
27						
28	Sims (2011) Reconstructing professional identity	Mixed methods	Journal of	Health and	UK	Reports on a survey /
29	for professional and interprofessional practice: a		Interprofessional Care	Social Care		interviews with dual trained
30	mixed methods study of joint training					learning disability nurses /
31	programmes in learning disability nursing and					social workers
32	social work					
33						
34	Alves & Gazzola (2013) Perceived professional	Qualitative	International Journal	Counselling	Canada	Reports on a study
35	identity among experienced Canadian	study	for the Advancement			performed with counsellors
36	counsellors: A qualitative investigation		of Counselling			that work in mental health
37						
38	Blegeberg, Bloomberg & Hedelin (2008) Nurses'	Qualitative	Nordic Journal of	Nursing	Sweden	Reports on interviews with
39	conceptions of the professional role of operation	study	Nursing Research &			nurses regarding the
40	theatre and psychiatric nurses					psychiatric nursing role
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			Clinical Studies / Vård i Norden			
6	Coy, Lambert & Miller (2016) Stories of the Accused: A Phenomenological Inquiry of MFTs and Accusations of Unprofessional Conduct	Qualitative study	Journal of Marital and Family Therapy	Marriage and Family Therapy Counselling	USA	Reports on interviews with marriage and family therapists that were accused of misconduct
10	Crawford, Brown & Majomi (2008) Professional identity in community mental health nursing: a thematic analysis	Qualitative study	International Journal of Nursing Studies	Nursing / Psychology	UK	Interviewed community mental health nurses about their role
14	Gonyea, Wright & Earl-Kulkosky (2014) Navigating dual relationships in rural communities	Qualitative study	Journal of Marital and Family Therapy	Marriage and Family Therapy Counselling	USA	Focus on marriage and family therapy
19	Groves & Kerson (2011) The Influence of Professional Identity and the Private Practice Environment: Attitudes of Clinical Social Workers Toward Addressing the Social Support Needs of Clients	Qualitative study	Smith College Studies in Social Work	Social Work	USA	Reports on interviews and focus groups with social workers regarding social support for patients
25	Pelto-Piri, Engstrom & Engstrom (2012) The ethical landscape of professional care in everyday practice as perceived by staff: A qualitative content analysis of ethical diaries written by staff in child and adolescent psychiatric in-patient care	Qualitative study	Child and Adolescent Psychiatry and Mental Health,	Psychiatry	Sweden	Reports on a study with various occupational staff working in child and adolescent mental health services

PROFESSIONALISM IN MENTAL HEALTH SERVICES

Table 2. Themes, Subthemes and Elements of Professionalism within a Mental Health Service Context

Themes	Subthemes	Associated elements
On a societal level- a dynamic social contract	Power and purpose	A profession's mission and core values are established; and professional identity is generated via knowledge, skills and expertise.
	Bidirectional expectations	Society expects professions to work towards patient welfare and benefit, patient autonomy, and social justice. In turn, professions must have the appropriate resource to undertake their role
	Change and variability	The social contract must be renegotiated regularly between professions and society
On an individual level- representatives of the profession	Intrapersonal professionalism	Expectations held of individuals in order to meet the expectations of their profession <i>Honours professional codes of conduct, self, and others, demonstrates a commitment to professional and ethical practice, acting professionally at all times, demonstrates core values including probity, objectivity, courage, and truthfulness, integrity, and self-sacrifice, possesses self-awareness and self-discipline, is responsible and accountable to self and the profession, possesses appropriate knowledge and skills for role and self-regulates, having a commitment to continuing professional development, monitors own wellbeing and possesses a secure, stable, calm and confident persona.</i>
	Interpersonal professionalism	Possessing the necessary skills to relate to others in an appropriate manner. <i>Acts in the patient's best interest at all times, facilitates but does not dictate treatment, provides patients with hope and positive feedback, portrays genuine respect, having trust, benevolence, honesty, altruism, respect, self-effacement, compassion and motivation to help others, values the worth and dignity of all and treats all patients equally, possesses concern for others' welfare, has a humane and personal nature with an empathic and diplomatic ability, places an emphasis on the practitioner-client relationship, forming effective therapeutic relationships, focuses on patients' strengths and assets, offering choices, facilitating self-worth and promoting empowerment, listens without judgement and believes in recovery, demonstrates cultural awareness and competence, understands the importance of communication and interpersonal skills, maintains healthy relationships with others and appropriate boundaries, promotes patients human rights, contains the anxieties of patients and colleagues, and shares expertise via training, research and policy development.</i>
	Working professionalism	Ability to form judgements and act accordingly, thinking critically and using reflection in action <i>Demonstrates critical thinking skills and acts wisely, possessing practical wisdom and using professional judgement in situations of uncertainty, ambiguity, and/or instability, acts in the patient's best interest and adheres to professional and ethical consensus, using knowledge in action, reflection in action and reflection in learning, demonstrates an openness, willingness, and flexibility in practice, reflects critically on practice and is responsive, having social perceptiveness and emotional resonance, manages transference and counter-transference accordingly, demonstrates appropriate action when societal, cultural and ethical obligations diverge.</i>