ETHICAL AND PROFESSIONAL ISSUES IN NURSING

Abstract

Any healthcare professional must uphold ethical principles. The ethical Principles are- Autonomy, Veracity, justice, beneficence, fidelity and non-maleficence. Ethos, which means character in Greek, is the origin of the word ethics. Ethics are universal standards of behavior that serve as a useful guide for determining the behaviors, reasons, and intentions that are appreciated. Ethics are moral precepts that guide a person's or a group's behavior and conduct. The decision-making process for evaluating the final effects of those actions is also included. The focus is on the right and wrong of actions. Every individual has a unique set of personal ethics and morals. Because healthcare professionals must detect ethical challenges and make moral decisions while abiding by the regulations that control them, ethics within the industry is crucial. Nurses, in order to practice competently and honestly, Regulation and professional advices are necessary for them, just like for any healthcare professionals. The Code of Ethics was created for this reason by the American Nurses Association (ANA).

Keyword: Challenges, Ethics, Professional, Code of Ethics, Autonomy, fidelity

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I. ETHICS

Ethics is a kind of process for creating logical and harmonious moral decisions. Morals can contemplate in a broad, extensive manner that influence the individual to move in a correct path with making correct decisions among right or wrong and good or bad throughout their life. Ethics helps in maintaining specific principles, rules, regulations, theories and perspectives to inquire into the reason of an individual's actions in a specific situation. Ethics includes individual's behaviors and matters of character that means beneficence, kindness, unselfishness and tolerance. [1]

Definition of ethics

Ethics are the rules or principles that govern right conduct and are designed to protect the rights of human beings.

(…By Sister Nancy)

Ethics refers to the moral code for nursing and is based on obligation to service and respect for human life.

(…By Melanie and Evelyn)

II. PROFESSION

Profession is a type of occupation in which people need to complete special training or a specific skill because it involves high level of education**.**

1. **Professional nursing:** It refers to the performance of an act that necessitates a great deal of specialization in judgment and ability, and whose appropriate execution is predicated on knowledge and application of biological, physical, and social science concepts as obtained by the completion of a course in an accredited school of professional nursing. The phrase excludes acts of prescribing therapeutic or preventative measures or acts of diagnosing medical conditions. [2]

III. ETHICS IN NURSING PROFESSION

Nursing ethics is a branch of applied ethics that concerns with different activities in the field of nursing.

Ethics helps to maintain nursing standards and guide the nurse in every step while performing procedures in clinical practice like "being truthful with the client" , "advocating on behalf of the client" and respect client confidentiality".[3]

IV. NEED OF ETHICS IN NURSING

1. Nurses will confront ethical problems faced in their clinical or teaching field.
2. Ethics is crucial to nursing.
3. In the nursing profession interdisciplinary input is vital.
4. Knowledge about ethics is important for professional acceptance.

5. Ethical reasoning is very much essential for this profession to be taken seriously in comparison to other disciplines.
6. For providing holistic care ethical proficiency is required for nursing personnel.
7. Nurses perform their role as a advocator and protector for patients.
8. Nurse as a leader, will take better decision for patients by following all ethical principles.

V. THEORIES OF ETHICS

There are 2 theories that nurse ethicists have identified as useful.The 2 basic theories of ethical philosophy specifically that are mostly usedin literature i.e. utilitarianism, deontology.

1. **Utilitarianism:** his theory was first delineated by DAVID HYME (1771-1776) and then other philosophers was further developed this. Occasionally the utilitarianism is also elaborated on teleology.

   The basic principle of this philosophy is – all activities are 'morally right' and individuals are receiving the best result by taking the activities into action.

   - **According to MILL (1863):** A right action always meet to the significant happiness principle. It is absolutely correct to optimize the happiness or pleasure for the large number of people. This approach described that each individual should be treat as one and maximum number of people get benefits according to their feasibility.

2. **Deontology:** According to deontology, which is an ethical theory, all people must always abide by the rules; acts must be taken in accordance with principles.

   - **According to IMMANUEL KANT (1974):** He believed that an action was moral if it was motivated by goodwill. Doing one's responsibility is what constitutes an ethical activity. It was right to carry out one's responsibilities; failing to do so was wrong. [4]

VI. OTHER ETHICAL THEORIES

1. **Duty oriented ethical theories:** This duty oriented duties are strict obligations that take primary over rights and goals. Each duty has certain corresponding rights . Duty oriented theory would work well in tribal or rural society because it will be easy to share values and beliefs among a small group of people.

2. **Goal oriented ethical theories:** As per goal oriented theory ethical thinking having the concept of maximizing the overall goal. In the current scenario , in the field of health nurses might choose to provide basic preventive and treatment services for all. Providing both preventive and treatment services could be viewed as maximizing the welfare of society.

3. **Rights oriented ethical theories:** It is a system of ethical thinking having the concept of rights as a foundation. Duties and goals flow from right oriented perspective . So , as a nurse you would first look to the clients right to privacy by keeping information confidential to achieve the goal and encourage the client to communicate freely about their problems, doubts and other information.

VII. ETHICAL PRINCIPLES

1. **Ethical principles of autonomy**
   - The autonomy concept upholds the right to make one's own judgments and includes both acts and decisions.
   - Autonomy: A person's independence and capacity for self-determination enable them to make choices.

2. **Principle of beneficence:** Commonly, "doing good" is referred to as "beneficences." Following these ideas, 1973's Frankenstein involved numerous duties:
   - Not to cause harm
   - To stop harm
   - To undo damage
   - To encourage a patient to act contrary to his or her own preferences by promoting or carrying out good deeds that the healthcare professional believes to be in the patient's best interests.

3. **Principle of justice:** The principles of justice explains that patients should be treated equally irrespective of education, status, position and gender as per priority or need of the client.

4. **Principle of veracity:** Patient has the rights to know the truth about disease, diagnosis, procedures, treatment and all the information related to his/her health. So ,nurse should always tell the truth to the patient.

5. **Principle of fidelity:** The nurse should keep his/her promise, if he/she has promised to the client. She/he should be faithful towards her/his client. [5]

VIII. ETHICAL DILEMMA

1. When two or more ethical principles are in conflict with one another, an ethical dilemma results.
2. No choice is ever the right one. Such conundrums could come from disparities in religious or cultural views.

IX. ETHICAL DILEMMA IN NURSING

1. Need to take a necessary action for the care and treatment of the terminally ill patient.
2. Need to collect the patient's informed consent before administering the orders /procedures and treatments in the unit, such as
   - Oder to perform CPR or not
   - Withholding/removing fluids and food
   - Turning on or off a life support system
3. In response to a patient's request for medically assisted suicide
4. Children and incompetent adults' autonomy rights regarding consenting to research participation.

5. The need to defend the legal rights of patients who take part in experimental therapy in random trials.

X. SOURCES OF ETHICAL PROBLEMS FOR NURSES:-

Several factors are creates problem for nurses that are;

1. **Societal factor**
   - Increased awareness among patients and family members
   - Presence of advanced technology in the health sector.
   - Dealing with peoples having multiple cultures.
   - Cost issues

2. **Nature of nursing job:** Nurses are handling lots of patients and their relatives, community people, co-workers, doctors, seniors, juniors, student nurses, health personnel etc during their duty period, so they are facing varieties of issues in which they are ethically bound to think about "what to do? and what not to do?".

3. **Nature of nursing profession:** We have unresolved questions about nature, scope and goals of our practice, as well as our professional values and a lack of clarity within the nursing profession. [6]

XI. PURPOSES OF CODE OF ETHICS IN NURSING

1. To maintain nursing standards and prepare general guidelines for nursing interventions.
2. To choose a correct option in between both right and wrong alternatives that may appears more satisfactory.
3. Helps to take a correct decision within the groups.
4. Helps to defend rights of people, rights of society and the rights of the nurse
5. Helps to protect rights of individuals, families and also the right of the nurse.

XII. USES OF CODE OF ETHICS

1. Acknowledge the fruitful place of individual in health care delivery system.
2. Constitutes towards empowerment of individual to become responsible for their health and wellbeing.
3. Contributes to quality care.
4. Identifies obligations in practice, research and relationship.
5. Inform the individual, families, community and professionals about expectation of nurse.

XIII. TYPES OF CODE OF ETHICS

The code of ethics is 2 types

1. Employee ethics
2. Professional ethics

XIV. EMPLOYEE ETHICS

1. A code of conduct is a document designed to influence the behavior of employees.
2. They set out the procedures to be used in specific ethical situations.
3. The effectiveness of such codes of ethics depends on the extent to which management supports them with sanctions and rewards.
4. Violations of a code of conduct may subject the violator to the organization's remedies which can under particular circumstances result in the termination of employment.

XV. PROFESSIONAL ETHICS

1. A code of practice is adopted by a profession or by a governmental or non-governmental organization to regulate that profession.
2. A code of practice may be styled as a code of professional responsibility, which will discuss difficult issues, difficult decisions that will often need to be made, and provide a clear account of what behavior is considered "ethical" or "correct" or "right" in the circumstances. [7]

XVI. INTERNATIONAL CODE OF NURSING ETHICS:-

The fundamental responsibility of the nurse is four fold that is to promote health, to prevent illness, to restore health and to alleviate sufferings. The need for nursing is usually universal. It is unrestricted by considerations of nationality, race, creed, color, age, sex, politics or social status. The introduction to the code give a general description of:

1. What the nurse does not fourfold responsibility of promoting health, preventing illness, restoring health and alleviating sufferings.
2. How nursing service should be given unrestricted by nationality, race, creed, color, age, sex, politics or social status, co ordination with related group.
3. To whom services are given the individual family and community.

Concept of Code of ethics is divided into 5 sections:

1. **Nurses and people:** The major change is in the terminology, the earlier term patient has been replaced by that of people which makes the nurses responsibilities broader and the area the scope of nursing is extensive beyond the care of sick institutions. the code directs the nurses to respects as persons value, customs and religious beliefs. All personnel information entrusted to the nurse must be held in confidence or shared only with careful judgment.

2. **Nurses and practice:** The nurses carries personal responsibility and accountability for nursing practice, and for maintaining competence by continual learning. The nurses maintains a standards of personal health such that ability to provide care is not compromised. The nurse uses judgments regarding individual competence when accepting and delegating responsibility. The nurse at all times maintains standards of personal conduct which reflect well on the profession and enhance public confidence. The nurse, in providing care, ensures that use of technology and scientific advances are compatible with the safety, dignity and rights of people.

3. **Nurses and profession:** The nurse assumes the major role in determining and implementing acceptable standards of clinical nursing practice, management, research and education. This is active in developing a core of research-based professional knowledge. The nurse acting through the professional organization participates in creating and maintaining safe, equitable social and economic working conditions in nursing.

4. **Nurses and co-workers:** The nurse sustains a co-operative relationship with co-workers in nursing and others fields. The nurse takes appropriate action to safeguard individuals, families and communities when their health is endangered by a coworker or any other person.

5. **Nurses and society:** A nurse should participate and share responsibility with other citizens and other health professional in promoting effects to meet the health needs of public local, state, national and international. she could recognize and perform the duties of citizenship and be well aware of laws and regulations which affect the practice of medicine and nursing.[8]

XVII. CODE OF ETHICS FOR NURSES

Professionals are given distinct rules of conduct by ethics regarding how they should interact with one another, the general public, and governments.

1. When interacting with clients, professionals should adhere to these guidelines.
2. Ethics also explains to the general public what to expect from professionals and explains to those in the field what is expected of them.
3. Ethics-related problems in nursing practice are referred to as nursing ethics.
4. Nursing is a wonderful job since it provides people with a healing touch while also treating their illnesses and maintaining their health.
5. In some nations, strict adherence to the standards enhances a profession's reputation and immediately raises its regard.

XVIII. THE INDIAN NURSING COUNCIL (INC) IN INDIA HAS ESTABLISHED A CODE OF PROFESSIONAL CONDUCT

Professional conduct is the field of regulation of members of professional bodies, either acting under statutory or contractual powers. Historically, professional conduct was wholly undertaken by the private professional bodies, the sole legal authority for which was of a contractual nature. These bodies commonly established codes of conduct and ethical codes for the guidance of their members. In certain areas, where the public interest is considered to be heavily engaged, legislation has been enacted, either replacing professional regulation by statutory legislation, or by a form of supervision of the professional body by a statutory body.

XIX. CODE OF PROFESSIONAL CONDUCT FOR NURSES

1. **Professional Responsibility and accountability**
   - Appreciates sense of self-worth and nurtures it.
   - Maintains standards of personal conduct reflecting credit upon the profession.

- Carries out responsibilities within the framework of the professional boundaries
- Is accountable for maintaining practice standards set by Indian Nursing Council.
- Is accountable for own decisions and actions.
- Is compassionate
- Is responsible for continuous improvement of current practices
- Provides adequate information to individuals that allows them informed choices.
- Practices healthful behavior.

2. Nursing Practice

- 2.1Provides care in accordance with set standards of practice
- Treats all individuals and families with human dignity in providing physical, psychological, emotional, social and spiritual aspects of care
- Respects individual and families in the context of traditional and cultural practices and discouraging harmful practice.
- Presents realistic picture truthfully in all situation for facilitating autonomous decision-making by individuals and families.
- Promote participation of individual and significant others in care.
- Ensure safe practice.
- Consults, coordinates, collaborates and follow up appropriately when individuals care needs exceed the nurse's competence.

3. Communication and interpersonal relationship:-

- Nurse establishes and maintains effective interpersonal relationship with individuals, families' communities.
- Upholds the dignity of team members and maintains effective interpersonal relationship with them.
- Appreciate and nurtures professional role of team.
- Cooperates with other health profesnal to meet the needs of individuals, families and community.

4. Valuing human being

- Nurse takes appropriate action to protect individuals from harmful ethical practice.
- Considers relevant facts while taking decisions in the best intrest of individuals.
- Encourages and supports individuals in their right to speak for themselves on issues affecting their health and welfare.
- Respect and supports choice made by individuals.

5. Management

- Ensures appropriate allocation and utilization of available resources.
- Participate in supervision and education of students and others.
- Uses judgement in relation to individual competence while accepting and delegating responsibility.
- Facilitate conductive work culture in order to achieve intuitional objectives.
- Communicate effectively following appropriate channel of communication.
- Participate performance appraisal.
- Participate in evaluation in nursing services.

- Participate in policy decision and following the principle equity and accessibility of services.
- Works with individuals to identify their needs and sensitize policy makers and funding agencies for resources allocation.

6. **Professional advancement**
   - Ensure the protection of human right while pursuing the advancement of
   - Knowledge.
   - Contribute to development of nursing practice
   - Participate in determining and implementing quality care
   - Takes responsibility for updating own knowledge and competence
   - Contribute to core of professional knowledge by conducting and participating in research. [5]

XX. ISSUES

A matter that is in dispute between two or more parties

Professional Issues

Professional issues are any issue which may have an impact on terms and conditions of health personnel. There are professional issues like registration, employment discrimination issues, occupational health & safety issues, performance appraisal issues, employment recruitment & selection issues etc.

Medico-legal issues is an issue by law enforcing agencies which are essential to fix the responsibilities for providing medical services. It is a medical issue with legal implications/action for all the medical personnels. [9]

1. **Staffing:** As healthcare costs increase, decreasing the number of staff nurses. Inadequate staffing and/or increased job responsibilities both cause problems and stress for nurses.
   - **Nursing staff shortage:** It is the biggest issue present in the health care system. This shortage of nurses in clinical set up affects to heath care services in each day. Many emergency room have longer times to wait due to shortage of nursing staffs. This is affecting patient care are and decreasing quality of care. This shortage is being faced by different government or private hospitals, nursing homes and home- health agencies.
   - **Discrimination and harassment:** Everywhere discrimination among employees are going on. Senior staffs are giving priority to some junior employees and not assigning work as per their position, but they are intentionally harassing to targeted juniors by giving work burden as well as abusing to them verbally also. Such type of environment can create an unhealthy atmosphere for providing better care to the patients and also it affects to mental condition of the nurses, who is working under them.
   - **Reform in health care:** The American Nursing Association has taken the stand on health care that given to the public or patients by the nurses should be focused on quality of care without discrimination. Nurses have always been involved with health care reform as they are the advocator for patients.
   - **Low salaries:** Nurses are not earning that much money according to their work pressure. In comparison to other professions, nurses are getting less salary in different

states including government, private and public sectors also. So ,this issue can put impact on deficiency in patient care. [6]

2. **Inter professional relationships:** Conflicting views and feeling of being disrespected often cause problems. These conflicts in nursing relationships can arise between nurse and their patients, their co-workers, partner physicians, and/or administrators.

3. **Patient satisfaction:** Nurses are already stretched too thin to accommodate staffing issues. But patients still have needs and expectations. Unfortunately, meeting these are difficult. This is especially true as providing health care become more chronic and the number of personnel decreases.

4. **On the job hazards and job safety:**
   - Lifting heavy patients can pose a physical challenge for a nurse.
   - In some cases, nurses report feeling threatened by angry patients.
   - That lack of respect and/or verbal abuse may also come from administrators, physicians and the other members of the care team.

5. **Certification**
   - It is important to remember that each specific practice venue is different. Each specialty has its own risks. To do best practices, maintaining the required certifications is important to maintain personal responsibilities.

6. **Renewal of nursing registration:** Registration office is updating the periodicity and qualification of nurses by doing re-registration.

7. **Specialization in clinical area:** It could be either through clinical experience or education. Specialized care required for patients demand that nurses be highly skilled in the unit and for that nurses will be acceptable by the patients in specialized treatment. [10]

8. **Mandatory Overtime:** There are also cases when nurses have to go on mandatory overtime. This can be the result of insufficient staffing levels and/or high patient acuity.

9. **Medications**
   - Giving meds on time – not when convenient for nurse (Heparin, Antibiotics, and etc.) Giving med and scanning med at a later time.
   - maintaining 10 rights
   - Don't cover up if medication error occurs.

10. **Sexual harassment at the workplace:** Stay away from any sexual misconduct.Ministry of human resources has been launched a code of practice on the prevention and eradication of sexual harassment at the workplace. So, employees should aware about this code of practice and employer should take legal action for safeguarding their employees.

11. **Documentation**
   - Written evidence of interaction between and among health professionals, patients, and their families.

- Documentation reflects: character, competency, and the care delivered by the nurse. [11]

XXI. WAYS TO AVOID PROFESSIONAL ISSUES IN DIFFERENT SETTINGS

1. Know your own strengths and weaknesses
2. Evaluate your assignment
3. Delegate carefully
4. Exercise caution when assisting procedures
5. Take steps to prevent falls
6. Follow hospital policies and procedures
7. Keep policies and procedures up to date
8. Provide a safe environment

XXII. TREND & ISSUE IN NURSING EDUCATION:-

1. **Developing public/private partnerships**: In many instances, the plans for public/private partnerships involve public funding to increase faculty and attendance at nursing education facilities.

    Due to an aging population, the same time the demand for nurses is increasing; nursing educators are aging as well and subsequently leaving the workforce. [12]

2. **Latest technology:** Although a major part of nursing education is clinical experience, much of the classroom education can be handled through today's advanced technology. Internet education, distance learning, and accelerated learning programs based around adult work schedules are all ways in which technology can be used as a training tool for nursing educators.

    As the care of the patient becomes more related to technological advances, routine nursing practices can be drilled by using that same technology. Technology advancements can also be used in testing and certification settings for nursing educators.

3. **Creating healthy work environments:** Healthy work environments are important in every field, but more so in the hospital or clinic setting where patients are incapacitated with a variety of ailments, many of which are contagious.

    The strains of viruses and bacteria are often mutating faster than medical researchers can create designer drugs. In addition to physical ailments, the stress of caring for injured, ill or dying patients will take a heavy emotional toll on nurses. Creating better ways of keeping nurses healthy both mentally and physically helps to keep the nursing force strong and capable. [13]

4. **Changing roles for advanced practice nurses:** The nursing shortage can also be alleviated by utilizing practical nurses. Already in the system, these nurses' skills could be further enhanced by improving their education level through adult education, continuing education and seminars. Still better utilization could be made of existing nurses and staff who are interested in advancing their careers in nursing.

5. **Partnerships with nursing schools:** Partnerships with nursing schools can take many different forms, each of which could be valuable in reducing the growing shortage of nurses.

   - Assistance in replacing nursing school faculty is of key importance so that nursing classes can continue to be staffed adequately.
   - Provision of grants, loans and scholarships in order to attend educational classes in nursing will allow students who would otherwise not be able to afford nursing school to attend. [14]
   - Adult education classes at nursing schools allow for an increased level of graduates in nursing. Using student nurses effectively could increase nursing caregivers on the job.

6. **Financing alternatives**

   - Many jurisdictions are recognizing the need to make additional public and private funding available to nursing students.
   - Student loans, grants, low interest government loan scholarships, and employer paid training are just a few of the ways many individuals can afford a nursing school education.
   - If the programs are accelerated so that the students are able to complete the course and enter the work force more rapidly, the education will cost less and the payoff will be larger for the student. This scenario could lead to a larger work force of capable, certified nurses.
   - It is becoming more and more apparent that there is a large and growing nursing shortage in the United States. It is imperative that actions are taken in order to avoid a complete breakdown in the health care system. [15]

XXIII. RECENT TRENDS IN NURSING PROFESSION

1. **Application of simulation in health care system:** Simulation is the imitation of operation of a real world process over time. It helps in improving patient safety, transforming a team of experts into an expert team, enhanced quality care and education in different specialties with the structured skill training, training in decision making, inter professional communication etc.

2. **Uses of OSCE/OSPE (objective structured clinical examination/ objective structure practical examination):** It provides unique programmatic evaluation and it is used with large number of students. OSCE helps in improving clinical competencies, manage the clinical issues and handle the clinical challenges in everyday at clinical side. Now a days, OSCE/OSPE used in both formative and summative assessment form to examine the student's clinical skill from different areas like- History taking skill, interpersonal and communication skill, mental health assessment skill, clinical decision making and problem solving skill, formation of differential diagnosis skill and other clinical based activities.

3. **Flipped classroom:** In this flipped classroom, students watch online lectures, collaborate in online discussions, or carry out research at home, while actively engaging concepts in the classroom, with a mentor's guidance. The flipped classroom intentionally shifts instruction to a learner-centered model, in which students are often initially introduced to new topics outside of school, freeing up classroom time for the exploration of topics in greater depth, creating meaningful learning opportunities. With a flipped classroom, 'content delivery' may take a variety of forms, often featuring video lessons prepared by the

teacher or third parties, although online collaborative discussions, digital research, and text readings may alternatively be used. The ideal length for a video lesson is widely cited as eight to 12 minute. [16]

XXIV. RECENT ARTICLES RELATED ON NURSING TRENDS

1. **Effect of simulation-based teaching on nursing skill performance: a systematic review and meta-analysis**
   - **Objective:** To summarize and produce aggregated evidence on the effect of simulation-based teaching on skill performance in the nursing profession. Simulation is an active learning strategy involving the use of various resources to assimilate the real situation. It enables learners to improve their skills and knowledge in a coordinated environment.
   - **Conclusions:** Simulation did improve skill performance among the intervention groups, but the conclusion is uncertain due to the significant heterogeneity. The large extent of difference among original research has necessitated the development of well-defined assessment methods for skills and standardized simulation set-up for proper assessment of their effects. [17].

2. **Effects of simulation-based learning on nursing students' perceived competence, self-efficacy, and learning satisfaction: A repeat measurement method**
   - **Objectives:** The objectives of this study were to (1) explore the changes in nursing students' perceived competence, self-efficacy, and learning satisfaction after repeated exposures to simulations, and (2) determine the acceptable frequency of SBL in the 'Integrated Care in Emergency and Critical Care' course.
   - **Conclusion:** Simulation based learning is effective in improving nursing students' perceived competence, self-efficacy, and learning satisfaction. While the primary changes occur at the first simulation effort, it is the accumulated multiple exposure experiences collectively improve students' learning outcomes. Multiple instructional strategies besides simulation are recommended to maintain nursing students' learning interests to achieve optimal learning outcomes of the course across a semester. [18]

3. **Use of the Objective Structured Clinical Examination (OSCE) in Undergraduate Nursing Education**
   - **Objective:** The purpose of this paper is to present scientific evidence regarding the benefits of OSCE in undergraduate nursing education. The aim of this paper is to analyze findings on the use of OSCE in undergraduate nursing education worldwide, as well as students' and educators' perception of the OSCE examination.
   - **Conclusion.** The application of OSCE has multiple benefits for nursing students. It can easily assess the knowledge and performance of clinical skills important for nursing practice. It serves to better prepare students for their professional activity. [19]

XXV. SUMMARY

Code of ethics and professional conduct in nursing is very important. The focus of providing humanistic and holistic care has always been preserved. Nursing is an accountable discipline guided by science, theory, a code of ethics, and the art of care and comfort to treat human responses to health and illness. Nursing practice puts the science and art of nursing into actions in the presence of various professional issues.

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