

PROFESSIONALISM AND ETHICAL ISSUES IN PHARMACY AND NURSING PROFESSION

Abstract

Objective: To acquire knowledge about the ethical issues that pharmacist (pharmacy professions) and nurses face during the process of practicing, as well as professionalism required in their fields.

Background: Pharmacy is a drug-based profession. Pharmacist's main aim is to provide necessary drug related facility, requiring curriculums focusing on critical thinking, problem-solving, and decision-making. This will benefit both local and global communities by enhancing knowledge and skills. Pharmacy is a profession which revolves around patients healthy they encourage patients so that they take medicines according to the prescription given by registered medical profession i.e doctor, they also help patient by explaining about administration of medicine which includes how many times medicine should be taken, medicine dose, either patient have to take medicine before meal or after meal. Pharmacists, nurses, and other healthcare professionals face a variety of ethical dilemmas on a daily basis. However, biomedical ethics theories and models only partially address these issues. An overview of pharmacists and nurses thoughts on ethical behavior and professionalism is required in their field.

Conclusion: It has been concluded by educating students how to react in difficult situations, and how to get out of such situations by solving the difficulties by providing proper training during the completion of their courses. Pharmacy as well as nursing schools prepare students to adjust to the changing roles in the pharmacy and nursing profession. In pharmacy pharmaceutical, social and clinical sciences education for students is necessary. All this

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help to establish professionalism in the pharmacy and nursing professions. Pharmacists and nurses must be aware of their rights while dealing with ethical difficulties when they are practicing their work. The ability to behave morally, overcome moral difficulties and help to provide high quality care.

Keywords: Pharmacy ethics, Professionalism, Ethical challenges, Pharmaceutical care, Community pharmacy, Pharmacy practice

I. INTRODUCTION

Nursing and pharmacy are regarded as noble professions. The pharmacy profession refers to the business of producing pharmaceuticals, controlling drug quality, inspecting and recommending drug factories, selecting methods for storing and supplying manufactured drugs, supervising supplies, registering drugs, and certifying that a drug is useful, qualitative, efficacious, and safe for consumption¹. Conversely the nursing profession can be characterized as the ability to acquire knowledge in scientific domains, and the nursing practice entails expertise that has roots based on assumptions, sciences, mathematical concepts, biological sciences, and the study of physiology and anatomy. Nursing is a field that focuses on reducing pain and suffering via protection, as well as fostering health and wellness².

1. Professionalism: Professionalism is characterized as a collection of behavior and attitude, as well as specific competencies such as knowledge. When discussing noble professions such as pharmacy and nursing, professionalism is regarded as one of the most important tools. The American College of Clinical Pharmacy states that in order to deliver high-quality pharmaceutical treatment, practicing chemists must learn information throughout their study and cultivate the professional attitudes and behavior after graduating. The definition of professionalism is having beliefs, and values, that put the interests of patients ahead of that of practitioners. According to the American Nurses Association, one of the primary responsibilities of nurses is to take care of their patients, to try to always understand their patients' needs, and to help patients improve their health by motivating them to follow the instructions given to them so that they can recover quickly. In certain cases, nurses must advocate for their patients in order to protect them so that the patient may focus only on their health without any other stress or worry.^{3,4}

2. Key Elements of Pharmacy Professionalism

- **Prioritize patients need:** Pharmacist should always put patients first no matter what the situation is. It's duty of pharmacist to fulfill requirements of patients.
- **Communication:** It's one of the major element or we can skill a pharmacist should communicate with their patients with respect and calmness so that if they have any query regarding drug or prescription they can share without any hesitation.
- **Resolving attitude:** In the field of pharmacy, it is very important to have a resolving attitude in all circumstances. If we talk about pharmaceutical industries, especially the research and development department, there are several difficulties that can arise while performing any research project. At that point, a resolving attitude can save a wholesome loss of research project.
- **Availability:** Pharmacists should always be ready to help their patients since they have the knowledge to deal with the unavailability of any certain medicine because they know all alternatives that may be used if a specific drug is unavailable at that moment.

- **Helpful and kind:** Pharmacists should be helpful and kind so that patients feel free to consult. Also, if they have accidentally explained or provided the wrong medicine to the patient by mistake, the pharmacist should accept their mistake, apologize, and become involved in the care process, actively offering a remedy. Even in the pharmaceutical industry, accepting the error and attempting to fix it is required because failure to do so on time may result in various repercussions, including death⁵.

3. Key Elements of Nursing Professionalism

- **Dispute Resolution:** A nurse can assist both patient as well as doctor to resolve conflicts between them.
- **Consideration for Others:** Nurses make decisions in accordance with observation and information. For example, nurses may advise patients to change their diet or exercise more frequently based on scientific data rather than personal judgment.
- **Detail Oriented:** Nurses must closely adhere to each direction so that they maintain precise and detailed observation which will help them to make accurate patient record. They should recheck all record twice in order to avoid any kind of failure of their patient's health.
- **Adaptability:** When the situation calls for it, nurses can change their approach. When a patient has an infectious disease, for example, nurses follow various safety precautions.
- **Leadership:** Nurses can motivate themselves or a group to strive towards a common objective. Nurses, for example, stay up to date on the newest case study regarding the particular patient and share observation record with their team⁶.

4. Common Elements of Pharmacy and Nursing Practice

- **Patients' Rights must be Advocated:** In general it's mandatory for health care professions to protect their patient's right in behalf of them. While the patient is already going through a lot at that movement they need to relaxed and try to focus on their health and their will power to recover fast.
- **Adopt Positive Approach.** Maintaining a positive mindset is essential for success. Patient's health is the priority of every medical healthcare profession. Its like patient also looks forward to doctor and medical staff to take care of them with care. We as medical healthcare professions should be able to react in such manner that patient can approach as even if they need emotional support from us.
- **Providing High-Quality Care:** Certainly, you must always provide care that is evidence-based by maintaining your education, abilities and skills abilities up to date. One can avoid any kind of medicinal depute by observing patient's condition and information by collecting and studying patients data with the help of journals, and original published works available online or book. You can also broaden your knowledge of your particular field by practicing pharmacy and nursing professions⁷.

II. THE IDEA OF ETHICS

Ethics is nothing but it's everything. Ethics are the morals which we follow in our lives. Ethic is not like any standard which is same for everyone. Each person have different beliefs, different perspective of life. In general every people should learn that we should respect everyone's life decision and beliefs because we don't through which the personal have gone through during his life time journey. But its mandatory to set few rules and regulations which should we have to apply during trade and in personal life like being fair to people this will never hurt anyone's sentiments and its basic fundamental of life also⁸.

1. **Description of Ethics:** Ethic is like something to do with the moral responsibility. Every people feel like they are right in short every one learn and develop their behaviors differently so in such situation one person will not agree with other people. So to avoid such conflicts every professionhas some rules and regulations which we all have to follow so that we can work effectively with same goal. If we talk about pharmacy and nursing both of them work to achieve same goal that is good health of their patient because these professions comes under healthcare and any profession which comes under similar professions have same goals i.e. to take care of patient, diagnose patient disease and treat patient. Same should be following in personal life also we should follow our profession and passion without being unfair to other. If we all follow the same ultimate result will be more energetic and positive environment where we all can survive our lives without carrying any kind of burden of hurting others.⁹
2. **Classification with Illustration:** Generally ethics classified into 4 types including personal ethics, social ethics, professional ethics and medical ethics.



- **Personal Ethics:** Personal ethics is how a person behaves; Persons behavior reflects his/her ethics. Personal ethics evolve from life till death. It's very important to learn correct and good behavior from childhood. If we don't practice good behavior from childhoodit will become very tough to learn and adapt new behavior after certain time. Our behavior is not limited to us we may influence others also by our bad behavior especially small kids.
- **Social Ethics:** Social ethics refers to all the rules of conduct that a person must follow in order to get along with other people. These standards also control how people behave around their surroundings and around institutions. It aims for a human

being to act in a way that is advantageous to both him and others around him. It follows that social ethics disapproves of any activity that could be harmful. These guidelines therefore emphasize that social interactions must be consensual and beneficial to all parties involved.

- **Professional Ethics:** Professional organizations set basic standards which we all have to follow and respect. Because organization wants to achieve certain goals it will become possible only if every employee work in same direction. Also the organization should make rules by keeping welfare of their employees in mind.
- **Medical Ethics:** Medical ethics include everything in detail whether it's about any original published work or new and previous discoveries. For the guidance of upcoming researcher's this also help to avoid any kind of dispute¹⁰.

III. SIGNIFICANCE OF ETHICS

Most of us agree that ethics should be practiced; merely discussing about this in journals, magazines or in books are out of use if we don't follow ethics in our real life. Eventually all of us desire to be real without any mask. Trades must be done in such equitable manner, and engage in fair competition for the good of the consumer, society, and industry.

1. **Establishing Trust:** Any organization that is perceived in society as being driven by moral ideals is respected, even by individuals who may not be familiar with the working culture and regulations of that organization.
2. **Integrating Leadership and People:** An organization should always be faithful with their employees they should make norms depending on organization needs but without any conflict with employees need.
3. **Establishing Better Decisions:** Every decision a person takes during their life has an impact on their destiny. For organizations, the same is true. Values shape how we make decisions.
4. **Long Term Benefits:** Organizations that are influenced by ethics and ideals ultimately make money, even if they seem that organization losing money at first¹¹.

IV. ETHICAL DIFFICULTIES IN THE PHARMACY PROFESSION

As pharmacist one face several difficulties because it's not like pharmacist always have to deal with understanding patients some time they have to deal with people who don't want to take medicines due to their beliefs convincing them we can say incompatibility of patient with pharmacist, There are several legal barriers which cause difficulty in pharmacy practice and pharmacy professions i.e. pharmaceutical care. There is need of new policies to overcome limitation faced by pharmacy profession¹².

1. **The Ethics of Pharmacy:** "Pharmacists are healthcare professionals who help people to make the best use of medications," according to the American Pharmacists Association

(APhA), 2021 statement. Pharmaceutical care is described by the American Society for Health System Pharmacists (ASHP) as "the accountable delivery of medication-related care with the goal of accomplishing particular objectives which enhance the patient's state of life"¹³.

2. **Pharmacy Education:** Pharmacy education is the study which revolves around medicines including their discovery, formulation, manufacturing and dispensing to patients. Pharmacy course is practical based learning helps to prepare students by provide them training in such a manner that they can fulfill duties of pharmacy profession. Pharmacy courses are planned accordingly the course include both theory and practical subjects. During their courses time to time field visit and industrial visits are also planned to grant them proper exposure and to make them up to date and aware of what is new in their field¹⁴.
3. **Pharmacy Education Approaches:** Updated pharmacy education strategies are necessary due to the need for knowledgeable pharmacy services. At the colleges of medicine and pharmacy, pharmacologists often give lectures on pharmacotherapy. In pharmacy colleges both theoretical and practical knowledge delivered to students but only according to college syllabus only but for preparing better pharmacy professions college should also let them teach morality and ethical values as part of their professions and make them realize ethical values are as important as money for succeeding as one of the best pharmacy profession. Pharmacy students commonly face issues when attempting to apply their academic knowledge of pharmacy to real-world circumstances. New approaches, like the Groningen model, are being created to teach pharmacotherapy at medical schools in turkey¹⁵.
4. **Action Plan for Pharmacy Education:** In accordance with their expertise in clinical therapies and medications, chemists are well-suited for job shifting in the healthcare industry and might pursue additional training to take on roles such as pre clinical and clinical diagnosis. Indeed, it has been demonstrated that pharmacists are eager, capable, and cost-efficient providers of what is referred to as "pharmaceutical care interventions" in professional literature; nonetheless, globally, pharmacists are underutilized for patient care and public health initiatives. To prepare an appropriate number of qualified chemists for such tasks, there has to be a concerted and diverse effort to promote pharmacy profession.

Conversely, the demand for healthcare, the levels of treatment and educational systems differ significantly amongst nations. As a result, the Global Pharmacy and the Education Action Plan 2008–2010 was established by the WHO, United Nations Educational, Scientific, and Cultural Organization, and International Pharmaceutical Federation. The action plan intends to construct a worldwide platform for engagement, which is necessary to achieve/ensure the competence, as well as produce a vision, frameworks, guidelines, and case studies; generate evidence and advocacy; expedite country action; and establish a global evidence and advocacy. The Action Plan for Pharmacy Education has been summarized into four distinct domains of focus: quality control, institutional and academic capacity, competency, and a vision for pharmacy education¹⁶.

- 5. Pharmacy Assistance:** The idea of pharmaceutical assistance develops through a systematic, all-encompassing approach, which necessitates that the chemist collaborate with the medical staff to identify and address any current or potential drug-related issues and shield patients from any potential risks. Pharmacist's can also collect adverse drug reaction faced by patients. Reporting ADR will help pharmaceutical companies to aware them so, they can do required modification in medicines. This also helps patient's safety¹⁷.

V. ETHICAL CHALLENGES FACED WHILE PRACTICING PHARMACY

To provide healthcare facilities pharmacist and pharmaceutical industry have to suffer a lot there are many situations which come while fulfilling the needs to the public this includes sometime legal issues and sometime financial in discovering and formulating new drugs because a drug have to go through pre- clinical and clinical trials which need a lot of efforts also. There are several ethical challenges a pharmacist and pharmacy professions have to go through but following are the major issues or we can say ethical challenges faced while practicing pharmacy.

- 1. Professional Practice and Professionalism-Related Difficulties:** Pharmacy professions have responsibility to provide positive influence on healthcare. We have to build trust of patients by providing them best care and medication if pharmacy professions not able to convince patient to take medication it will harm patient's health and delay the recovery time. By building trust relationship with patient pharmacist become capable to take care of them and can also provide emotional support if required. Its pharmacist responsibility to explain the proper taking of medication which includes when to take medication i.e. before meal or after meal and how many times i.e. once a day OD. However in some cases pharmacist have to go through several struggles.

In both developed and developing nations, at least 10% of the medicines on the market are deemed to be imitates and pose a risk to patient safety.

- 2. Professional Communications-Related Issues:** One of the most difficult task is to communicate with patient sometime pharmacist have to change the medicine name i.e. alternative containing same salt with another brand name due to shortage of the particular brand name medicine which is prescribed by the doctor to patient. Some patients agree after counselled by pharmacist but some of the patients don't agree to for the same because they feel doctors are only person who is educated with all treatments and medicines pharmacist is not that much qualified which creates ethical problem while dealing with such patients. Although it's pharmacist responsibility to communicate with professionally with patient and counsel them whenever it's required.

A pharmacist should establish mutually beneficial communication connections with physicians and other pharmacists. Because it will make it easier for the pharmacist to talk about needed suggestions or to give them advice on any subject.

- 3. Regulations and Policy-Related Difficulties:** It has been noted that companies hand over medicines to distributors to sell out their pharmaceutical product by bribing them with lot of gifts and make them to convince doctors so that they also prescribe the same

medicines even if the drug is not actually needed to be used. To just make profit by selling those medicines which are not necessary to be taken? This unethical practice should be strictly restricted by pharmacist and marketing representative in order to control the ethical difficulties faced by pharmacy professions. Strict regulations should be enforced to stop this kind of illegal practice.

Insurance companies highly recommend generic medicine rather than brand one the sudden rule changes made by insurance companies disturbs the pharmacist work also¹⁸.

VI. THE SIGNIFICANT ROLE OF ETHICS IN THE PHARMACEUTICAL PROFESSION

The core ethical guidelines listed below are what chemists should adhere to in order to give better medical services. All of this practice enables patients to get the advantages that will meet patients' needs for the medical services offered by chemists.

1. **Price Configuration:** Fair prices and high-quality products are preferred.
2. **Fair-Trade Methods:** There should be no attempt to win the business by rigorous initiatives.
3. **Purchasing Medicine:** Always accumulate medications from reliable, reputable sources.
4. **Drug Hawking:** It is best to discourage drug hawking and steer clear of door-to-door distribution, self-medication, and self-service.
5. **Misleading Advertising and Presentation:** Making false promises, claiming a therapeutic benefit, promising to pay back money, making a terrified appeal, and holding a contest with prizes.

Pharmaceutical ethics that should be in practice to improve quality of pharmaceutical products offered by several pharmaceutical industries are as follows. These are basic practices which are required to run pharmaceutical industries but only the ethics of companies is responsible to make them mandatory to follow in their companies.

6. **Pharmaceutical Services:** For the purpose of providing pharmaceutical services, registered facilities should be established.
7. **Conduct of the Pharmaceutical Industry:** Ensure that medications are prepared and supplied without mistake or contamination. A professional appearance and a clear description of the sign and notification are required.
8. **Handling of Pharmaceutical Products:** While handling pharmaceutical products following points should be kept in mind i.e. Avoid contamination, proper collecting and weighing of material used for formulating pharmaceutical product, proper compounding, labeling and packaging should be done.

- 9. Pharmacy Apprentice:** The chemist must ensure that trainees are provided with access to all facilities so, they can perform efficiently¹⁹.

VII. ETHICAL ISSUES DEAL BY NURSING PROFESSION

Referencing philosophical theory, biomedical ethics academics concentrate only on the cases which are high-profile they don't give importance to the regular ethical issues that disturbs the healthcare environment. The nursing authority should show concern about how nurses are treated and what problems they are facing while dealing with patient's this will help them to overcome the ethical challenges they are facing. Survey should conduct to examine the ethics and implementation of the regulation from the point of view of nurses in order to resolve this constraint. In addition to a discussion of how nurses are dealing with such situations while practicing their profession²⁰.

- 1. Nursing Ethical Guidelines:** Basically there are 9 provisions for ethical code of nursing they are as follow²¹.

- **Provision 1:** The nurses treat their patients with same concern and care regardless of patient's financial background and type of disease the patient is suffering through.
- **Provision 2:** The fundamental responsibility of a nurse is to take care of the patient it does not matter whether patient is individual, group or community.
- **Provision 3:** Nurses are in charge of their patients' health and safety rights.
- **Provision 4:** It's important for nurses to behave kind and work delicately so that patient can approach easily.
- **Provision 5:** This profession has several restrictions so; they have to perform their duties in respect to maintain their personal and professional growth.
- **Provision 6:** They, by themselves or with the help of several activities, contribute to the implementation, regular upkeep, and development of medical environments and working conditions which are appropriate for the patient's health as well as their speedy recovery.
- **Provision 7:** They upgrade their nursing profession by practicing dedicatedly, engage their self in learning new techniques this will help them to improve their knowledge and skills.
- **Provision 8:** They actively participates in several collaboration like conferences, seminars and awareness programmes to initiate their work and concern to contribute health care profession at national and international level.
- **Provision 9:** They work in order to develop and enforce social policies require making people aware of diseases along with their preventions.

- 2. The Ethics of Nursing:** As a subfield of health care ethics, nursing ethics has developed and, as such, has been significantly influenced by biomedical discourse. Nurses have naively absorbed biological ethical theory because nursing ethics have been perceived as a subset of medical ethics. It is crucial to take a peek at the needs and experiences of working nurses in order to progress nursing ethics and the creation of pertinent ethical theory. New changes in rules are introduced in nursing profession which will help them to work comfortably and with all care. By adopting these rules it become very effective and impactful for them to work. This will minimize difficulties faced by them. General ethical rules are as follows²².

- **Non-maleficance:** preventing harm to patients.
 - **Beneficence:** Providing beneficial things for patients.
 - **Autonomy:** Recognizing the ability of patients to make their own decisions with regard to their own treatment.
 - **Justice:** Serving patients impartially and equally.
 - **Privacy/Confidentiality:** Safeguarding the patients' personal details.
3. **Nurses Serve as Ethical Entities:** Nurses represented as ethical entities, and it is generally seen as part of nursing profession. When aiming to appreciate the global significance of nursing, it is evident that the western part of the globe is getting significantly more individualistic and materialistic. The advancement of technology, particularly information technology, has contributed to a quick shift in values, such as increased patient movement in hospitals, patient-centered treatment, and nurses' work satisfaction. Awareness about basic moral rights of nursing profession enables nurses to understand the goals of their profession and this help them to work accordingly. Nurses should also learn new techniques which help to improve their skills this will increase their chance to work in research and clinical trials also. Nurses should be up to date with technologies introduced in their fields as these skills also give boost in their profession success²³.

VIII. OBJECTIVES AND ANTICIPATED LEARNING RESULTS

One of the reasons why nursing is required is reflected by the need and goal of the nursing profession. Nursing always aims to provide world class treatment with care to their patient irrespective of their financial background and religion. They also aim ensuring that all patients receive high-quality care, educating patients and their families while growing professionally and creating a safe environment for everyone. While nursing education involves a number of goals, many of which may be conflicting, it appears that the primary priority is the development of trained practitioners for health care. Many additional more specific objectives are set by individuals with a stake in nursing education.

During their education and after completion of their academics they undergo internship where they ultimately develop skills necessary for nursing profession along with crucial ethics which is a result of anticipated learning²⁴.

IX. PERFORMING WITHIN AN ADAPTING MORAL SITUATION

Nursing profession is one of the critical health care professions they take care of patients with all responsibility. During their daily encounters with patients, they must confront a variety of obstacles ranging from modest to significant while taking care of them they have to perform their duties by adopting the moral situations according to the present circumstances at that point.

To understand the adapting moral situation let's consider an example A patient is in acute and terrible pain as a result of not taking pain medication. Nonetheless, while this is an issue with a strong moral dimension, it is not immediately obvious that the problem is a 'full-blown' moral problem needing moral study, discussion, and potentially the involvement of an 'ethics expert' or clinical ethics commission. More research is necessary. For example, the

patient's pain treatment may have been ignored for any reason. In this case, it is difficult to analyze whether the patient has any clinical reason or patient willingly not taking medication due to any superstitious reason and belief in such case²⁵.

- Moral interest as well as well being of patient are kept at risk so that their life can be saved because in some cases patients do not will to take medicines but being a nurse it's the duty of nurse to make their patient convince to take medicines like the autonomous of patient gets effected.
- Patient is not willing to take medicine but that does not allow nursing profession to let them do that because they know if patient take medicines it will help them to get relieved from their suffering and pain.

X. DILEMMAS OF ETHICS

Ethical dilemmas are one of the most important factors which withheld the practice of nursing profession due to such dilemmas they have to face sometime several challenges while performing their task and assigned work.

The following are the general dilemmas which nurses face in their day to day practice.

- Nurses face ethical distress in such situations where they have to take care of adequate care of excessive number of patients at a time on their own. it become difficult for them to provide best care at point of time which is an ethical dilemma for them.
- It has been observed that there is often an incorrect staffing ratio of nurses in hospitals, which is also one of the most serious ethical dilemmas that hospital management should avoid.
- End-of-life care is health care delivered in the time leading up to a person's death. End-of-life care is a major ethical dilemma nurses have to face.
- Problems may emerge while caring for persons with disabilities, placing them at risk of self-harm. A senior citizen, for example, may want to go on a walk without supervision.
- Disagreement between the nurse's obligation to promote the patient's well-being and the patient's autonomy or the preferences of the family²⁶.

XI. CONCLUSION

With the changing time pharmacy and pharmacy schools must get involved with courses that are capable of meeting the challenge of the pharmacy profession's evolving role. While on medicine or we can say pharmacy, the education should improve conceptualizing skills, brain storming ability, and should be able to take actions according to the situation they are dealing with always. Student has to learn how to generate, distribute, as well as to apply the skills they learn and develop into pharmaceutical discoveries and patents. In their daily practices, nurses face a range of situations that pose dilemmas regarding ethics or involve ethical components. They should always recognizing and be respectful to all level workers who are helping them throughout the journey these are critical components of moral behavior should not be confused with etiquette. The NMC awaits for nurses to have skills which help them to stand out among other health care professions also in providing high-quality care whenever making decisions, should have ability to justify their actions. To be

maintain their profession quality and ability time to time they needed to learn, adopt and acquire new technologies and skills these factors help them to develop confidence in them and in their practices which eventually fulfill the goal of nursing profession and help them to create new and better identity of their selves in the field of healthcare professions.

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