**PROFESSIONALISM AND ETHICAL ISSUES IN PHARMACY AND NURSING PROFESSION**

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1. Introduction

In introduction we will study about Pharmacy and nursing profession

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**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 has evolved from a drug-focused profession to a patient-focused one, requiring curriculums focusing on critical thinking, problem-solving, and decision-making. This will benefit both local and global communities by enhancing knowledge and skills. Within the healthcare industry, the nursing profession focuses on providing care to people, families, and communities so they can achieve, maintain, or regain optimal health and quality of life. 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 in critical thinking, problem solving, and decision making, pharmacy and nursing schools can 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 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.

1. **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. The American Nurses Association states that "nursing is the protection, promotion, and optimization of health and abilities, the prevention of illness and injury, the alleviation of suffering through the diagnosis and treatment of human response, and advocacy in the care of individuals, families, communities, and populations."In essence, nursing professionalism is demonstrating an unshakeable dedication to the profession and an ongoing willingness to consistently provide the highest-quality care to patients3, 4.

**2.1 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.

**2.2 Key Elements of nursing professionalism**

**Dispute resolution**: A nurse can assist two parties, such as a patient and a doctor, in reaching a reasonable and peaceful solution to a disagreement.

**Consideration for others:** Decisions made by nurses are based on evidence and objective analysis. 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 in the nursing care plan and maintain precise, detailed notes in the patient record. Checking work twice will help to avoid mistakes that might compromise patient care.

**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 research on a patient's health condition and can communicate this information with team members6.

**2.3 Common elements of pharmacy and nursing practice**

**Patients' rights must be advocated**

It is critical not only to protect patients' rights, but also to consider how patients feel. Treat them with dignity, regard, and care, and pay attention to their specific issues and preferences. Always act in your patients' best interests, and be ready to volunteer as an advocate on their behalf when their medical desires differ from their family's expectations.

**Adopt positive approach.**

Maintaining a positive mindset is essential for success. Patients look to you for more than just exceptional care; they also look to you for emotional support. You will confront numerous problems on the work, and no one can expect you to do everything flawlessly. Detrimental discourse, on the other hand, might have a detrimental impact on one's psychological health and capacity to serve patients.

**Providing high-quality care**

Certainly, you must always provide care that is evidence-based by maintaining your knowledge and abilities up to date. You can help reduce medical errors by drawing on a broad knowledge base and ensuring that any care or advice you provide is supported by research. You can also broaden your knowledge of your particular field by practicing pharmacy and nursing professions7.

1. **The idea of ethics**

Ethics is a system of moral norms that govern how people live their lives and make decisions. It is also known as moral philosophy and is concerned with what is best for both people and society. The basis of ethics is a collection of reasonable standards of right and wrong that explain what individuals should do. These standards are typically expressed in terms of rights, duties, and benefits to society, fairness, or particular qualities. Ethics offers a set of moral guidelines that direct our behavior in a variety of circumstances8.

**3.1 Description of ethics**

The term "ethics" used to describe any system or code of moral laws, principles, or values as well as the philosophical study of the notions of moral right and wrong as well as moral good and evil. There are connections between the concepts of ethics and morality. Previously, it probably seem more appropriate to speak about moral judgments or moral principles, the terms "ethical judgments" or "ethical principles" are now frequently used. These uses expand upon the definition of ethics. When the phrase was first used, it did not relate to morality alone instead, it refers to the field of study or method of inquiry that focuses on morality. Ethics and moral philosophy are thus interchangeable terms.

Although ethics has generally been considered a branch of philosophy, its all-encompassing practical element binds it together to a wide range of other fields of study, including anthropology, biology, economics, history, politics, sociology, and religion. However, as ethics is not a topic of factual knowledge in the same way that the sciences and other fields of study are, it continues to be different from such disciplines. Instead, it involves identifying the characteristics of normative theories and using these sets of guidelines to solve actual moral issues9.

**3.2 Classification with illustration**

Generally ethics classified into 4 types including personal ethics, social ethics, professional ethics and medical ethics.

**Personal ethics:** Personal ethics are moral values that a person applies to their behavior and decision-making in both personal and professional contexts. These ethics have an impact on many facets of a person's life and aid in the development of a person's work ethic, values, and personal and professional objectives.

**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 provide ethical standards for the conduct and principles of those engaged in a certain profession. In order to guide professionals, generally to avoid abusing client relationships, and to uphold the honour and reputation of the relevant profession, codes of professional ethics are formed.

**Medical ethics:** In its applied form, medical ethics examines how clinical medicine is practiced and how associated scientific research is conducted. Medical personnel might turn to a set of guiding principles for guidance in the event of uncertainty or dispute10.

**3.3 Significance of ethics**

Most of us agree that ethics should be practiced; merely writing and rewriting it in books may not be adequate. Of course, we all desire fairness, integrity, and social good in commerce. To make it happen, businesses must uphold moral standards or the laws, engage in equitable trade practices, and engage in fair competition for the good of the consumer, society, and industry.

**Meeting Basic Human Needs:** One of a person's basic desires is to be fair, honest, and ethical. Every employee wants to work for a company that is fair and ethical in its company practices and aspires to be such himself.

**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**.**

**Integrating leadership and people:** An organization with strong moral principles is respected by its staff as well. They are the connecting factor that places the workers and the decision-makers on an equal footing. This has a significant impact on how organizational behaviors are coordinated to accomplish a single common purpose or aim**.**

**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.

**Long Term Benefits:** Organizations that are influenced by ethics and ideals ultimately make money, even if they seem that organization losing money at first11.

1. **Ethical difficulties in the pharmacy profession**

As a group of health care specialists, pharmacists and pharmacy professions often deal with a variety of ethical issues that might obstruct the provision of medical services.The legislation and policies provide significant barriers for pharmacy practice and pharmaceutical care, despite the fact that it appears that the majority of issues facing pharmacy practice are connected to professionalism and devotion to one's occupation. It is advised to make more efforts to teach professionalism and to change rules and procedures. By highlighting pharmacists' professional obligations to patients' health, this development offers new philosophical definitions and norms for pharmacy practice12.

**4.1 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.

**4.2 Pharmacy Education**

The term "pharmacy education" is to be understood as referring to the educational design and capacity to develop the workforce for a variety of settings across varying levels of service provision and competence (e.g., technical support staff, chemists, and pharmaceutical scientists), as well as the scope of education, for the purposes of the Taskforce. An innovative method of instructing and evaluating health care procedures at the micro level may be available through simulation centers for health professional schools, according to recent scenario14.

**4.2.1 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.

**4.2.2 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 like clinical management and laboratory diagnostics. 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 workforce planning, training, and education.

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.

**4.3 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.

**4.4 Ethical challenges faced while practicing pharmacy**

In order to offer pharmaceutical medical care, chemists have to conquer a variety of difficulties, including ethical, financial, clinical, and legal issues, which are the major roadblocks in the delivery of healthcare. As a result, there is a significant gap between contemporary pharmaceutical services and the quality of pharmaceutical care. 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:** Respecting professionalism has a significant positive influence on the standard of healthcare services, public perception of the profession, and public trust in the profession, all of which support the pharmacist-patient connection and patients' success , as well as patient adherence and compliance. In light of this, delivering pharmaceutical care is a quality of professionalism in pharmacy practice; however, it appears that chemists struggle to fulfill this obligation.

Additionally, when there is a medicinal scarcity, patients may seek imitation pharmaceuticals that have been purposefully and fraudulently mislabeled as to their source or identity. 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.

1. **Professional Communications-related issues:** One of the difficulties faced by pharmacists is how to communicate professionally and ethically with patients, doctors, and other pharmacists. The ethical dilemma that arises most frequently from a chemist's interactions with patients and healthcare providers is made more challenging by regulators and other parties. Patient satisfaction, drug utilization, and treatment outcomes are all influenced by the patient and chemist's communication.

Other than pharmacist patient relation the pharmacist and physician relation should be professional, scientific, and logical. Participants in the research viewed their interactions with doctors as one of the ethical difficulties, particularly when they offered advice concerning adverse drugs reactions or drug combinations. While studies suggest that pharmaceutical services may significantly lower the overall cost of treatment and length of hospitalization while also improving clinical results, most doctors disregard chemists' recommendations.

1. **Regulations and policy-related difficulties:** Illegal drug distribution practices Companies that sell unneeded prescriptions to pharmacies, give drug baskets, sell drugs with gifts, and distribute drugs unfairly among community pharmacies pose ethical problems. Because of these issues, chemists may disregard the product quality, which influences their professional behavior and decision-making. Insurance companies and pharmacists should work together for the benefit of both parties, yet often they do the opposite and restrict pharmacists' liberty. In addition to reducing patients' and pharmacists' autonomy, insurance companies' demands that generic prescriptions be delivered instead of brand-name medications and their frequent modifications to the rules can also make pharmacists' work less trusted18.

**4.4.1 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.

**Price configuration:** Fair prices and high-quality products are preferred.

**Fair-trade methods:** There should be no attempt to win the business by rigorous initiatives.

**Purchasing medicine:** Always accumulate medications from reliable, reputable sources.

**Drug hawking:** It is best to discourage drug hawking and steer clear of door-to-door distribution, self-medication, and self-service**.**

**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.

**Pharmaceutical services:** For the purpose of providing pharmaceutical services, registered facilities should be established.

**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.

**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.

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

**5. Ethical issues deal by nursing profession**

Referencing philosophical theory, biomedical ethics academics concentrate on high-profile medical situations while paying little attention to the regular ethical issues that crop up in the healthcare environment. Even little focus should be placed on "nursing ethics," including what it entails and how nurses put it into practice.  Survey should conduct to examine ethics and ethical practice from the perspective of nurses in order to resolve this constraint. In addition to a discussion of how nurses meaningfully experienced ethics in their practice, how they regarded enacting their moral agency and typical impediments to ethical practice that they encountered20.

**5.1 Nursing ethical guidelines**

Basically there are 9 provisions for ethical code of nursing they are as follow21.

**Provision 1:** The nurse acts humanely and has respect for each person's intrinsic value, dignity, and individuality in all professional interactions, without regard to that person's financial background, or the extent of their health issues.

**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:** The nurse is accountable and responsible for individual nursing practice and determines the appropriate delegation of work in accordance with the nurse's duty to offer the best possible care to patients.

**Provision 5:** The nurse has the same obligations to herself as she does to others, including the obligation to maintain integrity and safety, to retain competence, and to continue personal and professional growth.

**Provision 6:** The nurse, through individual and collective activity, contributes to the implementation, regular upkeep, and development of medical environments and working conditions that are appropriate for the provision of equal healthcare and in accordance with the profession's ideals.

**Provision 7:** The nurse advances the profession through contributing to practice, education, administration, and knowledge growth.

**Provision 8:** The nurse collaborates with other health professionals and the general public to promote local, national, and global health initiatives.

**Provision 9:** The nursing profession, as represented by organizations and their members, is responsible for articulating nursing values, preserving the professions and its practitioners' integrity, and developing social policy.

**5.1.1 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. Globalization, technological and medical advancements, as well as cultural change, are all seen to have an impact on the ethical value of nursing. Adopting the nursing code of ethics is crucial for nurses since it will assist them manage the daily difficulties of the healthcare industry and guide their daily practice. General ethical rules are as follows22.

• **Non-maleficence:** 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.

**5.1.2 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. Understanding the moral principles in today's nursing practice will enable nurses to collaborate with a shared understanding of their goals. This should also allow for a broader appreciation of nursing practice, emphasizing the equal relevance of both essential basic nursing care and advanced clinical tasks. However, even when these ideals have been recognized, a variety of impediments prevent their incorporation into nursing practice. Fundamental or basic nursing care is less important in society than more technically sophisticated clinical nursing duties23.

**5.2 Objectives and anticipated learning results**

The primary goal of the nursing profession is to deliver great patient care regardless of the work environment. 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.

**5.3 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 a '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 have any clinical reason or patient willingly not taking medication due to any superstitious reason and belief in such case25.

* The patient's moral interests and well-being are put at risk (if her autonomous wants are honored, she will experience the harm of severe pain; conversely, if her pain is relieved by analgesia, she will suffer the harm of having her autonomous wishes violated).
* But nurse have to administer medication so that the patient will relieved from suffering of pain.

**5.4 Dilemmas of ethics**

While the moral/ethical dilemma is an essential moral problem in nursing and health care sectors, it should be noted that it is not the only moral challenge nurses (or anyone) may face while planning and executing care.

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.

**Conclusion:**

In light of the changing face of pharmacy practice, pharmacy schools must intervene 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 critical thinking skills, problem-solving ability, and decision-making. The student should be taught how to create, distribute, and use new knowledge based on cutting-edge research in the pharmaceutical, social, and therapeutic sciences. In their daily practices, nurses face a range of situations that pose dilemmas regarding ethics or involve ethical components. Recognizing and respecting the rights of service users and carers are critical components of ethical behavior and should not be confused with etiquette. The NMC and the general public expect nurses to be competent in providing high-quality care and, when making decisions, to be able to justify their actions. To practice ethically, nurses must acquire moral awareness, confidence in making decisions about the appropriateness or incorrectness of a course of action, and the ability to behave as a moral agent. Acting as a moral agent might be difficult because a nurse may suffer from ethical distress if he or she is unable to pursue what he or she believes to be the proper course of action. Being an effective moral agent is central to ethical practice and necessitates moral perception skills.

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