

  
TEXAS  
Health and Human  
Services  
Texas Department of State  
Health Services

# Staying In the Zone

**Establishing and Maintaining  
Professional Boundaries in School  
Nursing**

  
TEXAS  
Health and Human  
Services  
Texas Department of State  
Health Services

# Learning Objectives

- Identify 3 Elements of the Continuum of Professional Behavior
- Recognize Over and Under Involvement
- Analyze Common Red Flag Situations
- List 3 Appropriate Means to Therapeutic Relationships
- Safeguards to Social Media



10/10/2018 2

  
TEXAS  
Health and Human  
Services  
Texas Department of State  
Health Services

# Code of Ethics for Nurses

“When acting within one’s role as a professional, the nurse recognizes and maintains boundaries that establish appropriate limits to relationships.”



10/10/2018 American Nurses Association. Code of ethics for nurses with interpretive statement. 2001 3

  
TEXAS  
Health and Human  
Services  
Texas Department of State  
Health Services

# Definitions

Therapeutic Relationship

- Relationship that allows nurse to apply professional knowledge, skills and abilities towards meeting health needs of the patient.
- Relationship is dynamic, goal oriented and patient centered.

10/10/2018 A nurses guide to professional boundaries. National Council of State Boards of Nursing. Website. <https://www.ncsbn.org/3757.htm> 4

## Definitions

### Professional Boundaries

-Limits between the professionals power and the clients vulnerability.

### Power Differentials

-Inequalities that exists between the professional and the client

-Professional has knowledge, experience, and authority that the client seeks or needs.

-In healthcare, the client is more vulnerable due to illness or emergency, so differential is bigger.



TEXAS  
Health and Human Services  
Texas Department of State  
Health Services

10/10/2018

Holder, Karen V. Watch your step: nursing and professional boundaries.  
*Nursing Mgmt.*, 2007;38(2) 24-29.

5

## Definitions

### Boundary Crossing (Caution)

-Intentional or unintentional excursion across boundaries with a return to established limits of the professional relationship.

### Boundary Violation (Danger)

-Occurs when therapeutic boundaries are crossed, characterized by role reversal, secrecy, double binds, or nurse's needs being met rather than the patients'.

-Can occur when the nurse builds, social, economic or personal relationships



TEXAS  
Health and Human Services  
Texas Department of State  
Health Services

10/10/2018

Holder, Karen V. Watch your step: nursing and professional boundaries.  
*Nursing Mgmt.*, 2007;38(2) 24-29.

6

## Nurse Practice Act



TEXAS  
Health and Human  
Services  
Texas Department of State  
Health Services

- Boundary violation-Unprofessional Conduct
- Some categories of Boundary Violations that require reporting to the BON include:
  - Physical
  - Sexual
  - Emotional
  - Financial



10/10/2018

7

## Professional Behavior

### Continuum of Professional Behavior



TEXAS  
Health and Human Services  
Texas Department of State  
Health Services

10/10/2018

Holder, Karen V. Watch your step: nursing and professional boundaries.  
*Nursing Mgmt.*, 2007;38(2) 24-29.

8

## Risk Factors for Violations

1. Inexperienced nurses
2. New Practice Setting (acute care to community care)
3. Circumstances that make the nurse more vulnerable (past experiences, personal issues, care fatigue)
4. Extended and prolonged interactions
5. Non-clinical practice settings (home health, schools, community) with less supervision and less defined roles



TEXAS  
Health and Human Services  
Texas Department of State  
Health Services

10/10/2018

Hanna Angela, Suplee Patricia. Don't cross the line: Respecting professional boundaries. Nursing Mgmt. 2013

9

## Most Common Violations

1. Dual relationships/role reversal
2. Gifts and money
3. Excessive self-disclosure
4. Secretive behavior
5. Excessive attention/over involvement
6. Sexual behavior
7. Social media



TEXAS  
Health and Human Services  
Texas Department of State  
Health Services

10/10/2018

Manfrin Linda, Porche Demetrius. Professional boundary violations: A literature review. Home Healthcare Now. 33(6) 326-332.

10

## Red Flags-Literature Review

- ✓ Engaging in behaviors that could reasonably be interpreted as flirting
- ✓ Keeping secrets with a patient or for a patient
- ✓ Believing that you are the only one who truly understands or can help the patient
- ✓ Spending more time with a particular patient
- ✓ Speaking poorly about colleagues or your employment setting with the patient and/or family
- ✓ Showing favoritism
- ✓ Meeting a patient in areas besides those used to provide direct patient care and when you are out of uniform and not at work
- ✓ Discussing intimate or personal issues with a patient



TEXAS  
Health and Human Services  
Texas Department of State  
Health Services

10/10/2018

Manfrin Linda, Porche Demetrius. Professional boundary violations: A literature review. Home Healthcare Now. 33(6) 326-332.

11

## Red Flags-School Nursing

- ❖ Providing parents/students with personal cell number or email address
- ❖ Babysitting for students
- ❖ Interacting with students/parents socially
- ❖ Assuming parental role/responsibilities- (Transportation, Clothing, Medication, etc.)
- ❖ Becoming involved with family issues that do not directly relate to the plan of care
- ❖ Accepting gifts with significant value or that might be misunderstood



TEXAS  
Health and Human Services  
Texas Department of State  
Health Services

10/10/2018

12

# Social Media



Texas Department of State Health Services

- Facebook
- Twitter
- Instagram
- GoFundMe
- Email



10/10/2018

13

# Texas Board of Nursing

## Position Statement-Boundaries and Social Media

- Ethical and Legal Obligation to maintain privacy and confidentiality
- Maintain Professional Boundaries when utilizing social media
- Nurses provide services without discrimination....
- Nurses must comply with all laws, rules, including employer policies



TEXAS  
Health and Human Services  
Texas Department of State Health Services

10/10/2018

14

## Social Media Benefits

- Fosters professional connections
- Promotes timely communication
- Assists with educating and informing consumers and healthcare professionals
- Promotes rapid knowledge exchange



TEXAS  
Health and Human Services  
Texas Department of State Health Services

10/10/2018

15

## Social Media Risks

- Speed of interaction
- Creates context collapse by allowing multiple contexts
- Power balances are less clear
- Can erode professional boundaries
- Once in the public space...it is out there for all to see and can't be taken back
- It is "real", just like telephones, printing presses, Morse code, and television.



TEXAS  
Health and Human Services  
Texas Department of State Health Services

10/10/2018

16

## Scenarios-Social Media

1. Nurse sent home health records to finish up documentation
  - a. Sent to personal email account
  - b. Against policy
  - c. Not encrypted
2. Nurse posted picture of patient and comments on FB page. The child was recognized by community members and health information was shared.



TEXAS  
Health and Human Services  
Texas Department of State  
Health Services

10/10/2018

17

## Potential Issue

### Continuous Glucose Monitoring

1. What phone or device to utilize?
2. Health Information on a non-secure device
3. Parents expectation that nurse is always available to monitor
4. Awaiting guidance from the BON to draft a document for this one.



TEXAS  
Health and Human Services  
Texas Department of State  
Health Services

10/10/2018

18

## Staying in the Zone



TEXAS  
Health and Human Services  
Texas Department of State  
Health Services

- Remain student focused
- Establish sound boundaries
- If concerns...talk to a peer
- Keep professional and personal separate
- Boundary violations must be reported to the BON



**Questions?**

10/10/2018

19

## References



TEXAS  
Health and Human Services  
Texas Department of State  
Health Services

- American Nurses Association. Code of ethics for nurses with interpretive statement. 2001
- A nurses guide to professional boundaries. National Council of State Boards of Nursing. Website. <https://www.ncsbn.org/3757.htm>
- Holder, Karen V. Watch your step: nursing and professional boundaries. *Nursing Mgmt.* 2007; 38(2) 24-29.
- Hanna Angela, Suplee Patricia. Don't cross the line: Respecting professional boundaries. *Nursing Mgmt.* 2013
- Manfrin Linda, Porche Demetrius. Professional boundary violations: A literature review. *Home Healthcare Now.* 33(6) 326-332.

10/10/2018

20



TEXAS  
Health and Human  
Services

Texas Department of State  
Health Services

# Thank you

[Anita.wheeler@dshs.texas.gov](mailto:Anita.wheeler@dshs.texas.gov)

512-776-2909