



QUILLEN COLLEGE of MEDICINE

EAST TENNESSEE STATE UNIVERSITY

Policy Name/Number: Student Professionalism Reporting Policy / ADMIN-1123-31

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| Policy Owner: Beth Anne Fox, MD, MPH / Vice Dean for Academic Affairs | |
| Committees, Departments, or Individuals Responsible for Implementation: All faculty, staff, and students | |
| Original Approval Date/ By: 10/16/2012 / Kenneth Olive, MD / EAD and MSEC Chair (2008-2013) | Effective Date: 11/9/2023 |
| Most Recent Revision Date: 11/9/2023 | Policy Advisory Committee Review Date: 11/9/2023 |
| Date of Next Review: 11/9/2023 <i>(All policies are reviewed by the Policy Advisory Committee every 3 years unless circumstances for an earlier review is identified.)</i> | |

(A) Policy Statement:

The Quillen College of Medicine is dedicated to helping future physicians develop and maintain professional behaviors. Professionalism may encompass communications between patients and providers; appropriate attire/appearance; reliability, motivation, and responsibility; interpersonal relationships; ability to accept instruction and feedback; integrity. The Quillen College of Medicine professionalism policy and procedures support the ongoing development of learners and provide a framework for reporting unprofessional behaviors and correcting any deficiencies.

Through modeling and upholding professionalism, the College supports ETSU's values statement: people come first, are treated with dignity and respect, and are encouraged to achieve their full potential; relationships are built on honesty, integrity, and trust; diversity of people and thought is respected; excellence is achieved through teamwork, leadership, creativity, and a strong work ethic; efficiency is achieved through wise use of human and financial resources; and commitment to intellectual achievement is embraced.

The Student Professionalism Report is designed to allow faculty, staff, or students to document an incident or trend of student unprofessional or unethical behavior and becomes part of this policy ([Professionalism Report form](#)). It is also used to measure institutional success in accomplishing the Quillen College of Medicine's Professionalism Institutional Educational Objective.

(B) Purpose of Policy:

The Student Professionalism Report is to assist the student in developing appropriate professional behaviors. The intent is to mold professional behavior – not to punish inappropriate behaviors.

Additionally, in aggregate form, the rate of event reporting will be used as a measure of institutional success in accomplishing the Professionalism Institutional Educational Objective.

(C) Scope of Policy (applies to):

All faculty, staff, and students.

(D) Policy Activities:

Reporting Incidents or Trends

1. Concerns related to student professional behaviors will be reported on the Student Professionalism Report form.

2. The report will be signed and submitted to the Associate Dean for Student Affairs who will forward a copy to the Vice Dean for Academic Affairs with record of action plan instituted.
3. The Associate Dean for Student Affairs and the Assistant Dean for Student Affairs will review each report and one or both will meet with the student who is the subject of the report on an individual basis. The Director of Diversity, Equity, and Inclusion will also review the report as a measure of assessment of the diversity climate. An overview of professionalism reports submitted on students will be forwarded to the Student Success Committee (SSC) for review and record keeping. Professionalism complaints deemed egregious by the reviewers may be forwarded to the Vice Dean immediately.
4. Where appropriate, reports will be addressed within the Office of Student Affairs via individual student counseling regarding the necessary professional behaviors expected.
5. The judgment of the reviewers will determine what further action or actions, if any, need to occur, including notification of the relevant clinical departmental chair, if appropriate. Based on the individual student meeting, it may be deemed appropriate to refer a student:
 - a. for other counseling or treatment;
 - b. to the Student Promotion Committee if the student's behavior raises significant concern about the student's fitness to function as a physician;
 - c. to the Honor Council if the student's behavior represents a possible Honor Code violation;
 - d. to the Grievance Officer if the behavior constitutes mistreatment.
6. Reports that meet state and/or federal definitions of harassment or discrimination will be referred to the Compliance Office within University Counsel as directed by state or federal law. The Grievance Officer for the College of Medicine will also be informed of the referral.
7. The Associate or Assistant Dean of Student Affairs acknowledges to the person submitting the form receipt of the form and that issues raised will be addressed through formative feedback with the individual student and a professional development action plan developed. SSC may make additional recommendations or requirements.
8. The Professionalism Report and action plan documentation will be maintained in the student record.

Multiple or repeated reports regarding the same student or single incidents determined to be egregious may warrant other responses, including review by the Student Promotions Committee, which likely would be reported on the MSPE ([please see MSPE policy ADMIN-0916-1 for full details](#)).