Quillen College of Medicine
East Tennessee State University

Policy/Procedure/Process Name: Student Professionalism Reporting Policy
MSEC/ADMIN Number: SPROMO-0918-002
Approving Officer: Kenneth Olive, MD, EAD
Agent(s) Responsible for Implementation: All Faculty, Staff, and Students

Original MSEC Approval Date: 10/16/12
Effective Date(s): 10/16/12; 11/13/12; 9/19/2018; 5/25/21

Revision Date(s): 11/13/12; 9/19/2018; 5/25/21 (administrative-no MSEC approval required)

Revision of Existing Policy/Procedure/Process

LCME Required Policy/Procedure/Process: Yes ☒ No ☐

LCME Element(s) Number and Description:

9.9 STUDENT ADVANCEMENT AND APPEAL PROCESS - A medical school ensures that the medical education program has a single set of core standards for the advancement and graduation of all medical students across all locations. A subset of medical students may have academic requirements in addition to the core standards if they are enrolled in a parallel curriculum. A medical school ensures that there is a fair and formal process for taking any action that may affect the status of a medical student, including timely notice of the impending action, disclosure of the evidence on which the action would be based, an opportunity for the medical student to respond, and an opportunity to appeal any adverse decision related to advancement, graduation, or dismissal.

3.5 LEARNING ENVIRONMENT/PROFESSIONALISM - A medical school ensures that the learning environment of its medical education program is conducive to the ongoing development of explicit and appropriate professional behaviors in its medical students, faculty, and staff at all locations. The medical school and its clinical affiliates share the responsibility for periodic evaluation of the learning environment in order to identify positive and negative influences on the maintenance of professional standards, develop and conduct appropriate strategies to enhance positive and mitigate negative influences, and identify and promptly correct violations of professional standards.

All policies/procedures/processes will be reviewed during the MSEC Evaluation of the Curriculum as a Whole unless an earlier review is identified.

Administrative Review Date(s): 7/24/2020

(A.) Policy/Procedure/Process 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.
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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. See attached 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/Procedure/Process:
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.

This policy pertains to the LCME requirements of Element 3.5 (Learning Environment/Professionalism) and Element 9.9 (Student Advancement and Appeal Process).

(C.) Scope of Policy/Procedure/Process (applies to):
All faculty, staff, and students.

(D.) Activities of Policy/Procedure/Process (start to finish):
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 Executive Associate Dean for Academic Affairs.
3. The Associate Dean for Student Affairs and/or the Assistant Dean for Student Affairs and a designated third faculty member or administrator will review each report and one or more of the reviewers will meet with the student who is the subject of the report on an individual basis.
4. Where appropriate, reports will be addressed at this stage 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 Committee Supporting Student Health, if the student’s behavior appears to be a reflection of a significant impairment;
   c. to the Student Promotion Committee if the student’s behavior raises significant concern about the student’s fitness to function as a physician;
   d. to the Honor Council if the student’s behavior represents a possible Honor Code violation;
   e. 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 with the individual student and an action plan developed.
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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.

<table>
<thead>
<tr>
<th>Approved by:</th>
<th>Policy/Process/Procedure Superseded by this Current Policy/Process/Procedure (name and number): (List only if a name change is involved)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name / Title: Kenneth Olive, MD / EAD</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Review/Revision Completed by:</th>
<th>Date</th>
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<tbody>
<tr>
<td>Office of the Dean</td>
<td>Upon review to MSEC; 5/25/21</td>
</tr>
<tr>
<td>Academic Affairs</td>
<td>11/13/12; 9/19/2018;10/18; 6/10/21</td>
</tr>
<tr>
<td>Student Affairs</td>
<td>9/2018</td>
</tr>
<tr>
<td>Medical Student Education Committee</td>
<td>10/2/12; 10/16/12; 11/13/12; 10/16/18</td>
</tr>
<tr>
<td>Student Promotions Committee</td>
<td>11/14/12; revised and approved 9/19/2018</td>
</tr>
<tr>
<td>Faculty Advisory Council</td>
<td>10/2012</td>
</tr>
<tr>
<td>Administrative Council</td>
<td></td>
</tr>
<tr>
<td>M3/M4 Clerkship/Course Directors</td>
<td>10/2012</td>
</tr>
<tr>
<td>M1/M2 Course Directors</td>
<td>10/2012</td>
</tr>
<tr>
<td>Student Groups/Organizations (describe): Organization of Student Representatives (OSR)</td>
<td>10/2012</td>
</tr>
</tbody>
</table>

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<tr>
<th>Notifications of New or Revised Policy</th>
<th>Method of Notifications and Date</th>
</tr>
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<tbody>
<tr>
<td>Medical Students</td>
<td>Upon review to MSEC</td>
</tr>
<tr>
<td>All QCOM Faculty</td>
<td>Upon review to MSEC</td>
</tr>
<tr>
<td>All QCOM Staff</td>
<td>Upon review to MSEC</td>
</tr>
<tr>
<td>Admissions Office (catalog)</td>
<td>Upon review to MSEC; Emailed to Anthony Walls, Student Affairs 6/11/2021</td>
</tr>
</tbody>
</table>
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Quillen College of Medicine
Professionalism Report
Form

Purpose: The primary purpose of 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 Commencement Objectives.

Reports may be submitted by faculty, staff, students, or patients.

Student Name: _____  Class Year: _____  Date: _____

Name of person completing form: _____  Course/Department: _____

Original Source of information: _____

Indicate which of the following categories of professionalism behaviors were involved. (Check all that apply)

**Patient and Provider Communications**
- [ ] The student inappropriately disclosed patient information
- [ ] The student made inappropriate or public remarks about fellow students, members of the healthcare team and/or patients
- [ ] The student was dishonest in written or verbal communication
- [ ] The student failed to show respect for the diversity of race, gender, religion, sexual orientation, age, disability or socioeconomic status of fellow students, members of the health care team, and/or patients
- [ ] The student failed to show sensitivity to the needs of the patient, the patient’s family and/or the health care team
- [ ] Other / Comments:

**Appearance, Attire**
- [ ] The student fails to wear clothing that is professional in appearance (appropriate to the culture of the institution as defined by the preceptor, the site dress code and professional norms)
- [ ] The student has poor personal hygiene
- [ ] The student fails to wear their name badge or white coat in appropriate situations
- [ ] Other / Comments:

**Reliability, Motivation and Responsibility**
- [ ] The student is disruptive to an atmosphere conducive to learning (e.g. giving disruptive, verbal or nonverbal cues of non-participation)
- [ ] The student does not complete assigned tasks in the given timeframe
- [ ] The student does not attend required activities
- [ ] The student is late to required activities or leaves before the conclusion of the activity
- [ ] The student fails to notify appropriate persons prior to missing required activities
- [ ] The student failed to adhere to test administration protocol
- [ ] Other / Comments:

**Interpersonal Relationships**
- [ ] The student behaves in a manner that lacks respect, is uncooperative or is manipulative
- [ ] The student fails to establish and maintain appropriate boundaries in work and learning situations
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☐ The student fails to show an appropriately sensitive, courteous and/or respectful manner with fellow students, staff, faculty and/or patients, which may include failure to show respect for the diversity of race, gender, religion, sexual orientation, age, disability, or socioeconomic status
☐ Other / Comments:

Accepts Instruction and Feedback
☐ The student actively rebuffs, avoids change, or does not recognize own limitations
☐ The student does not accept constructive feedback
☐ The student does not maintain professional composure in stressful situations
☐ Other / Comments:

Integrity
☐ Concern related to student integrity

Concerns related to integrity may identify potential Honor Code violations. These should be reported to the Honor Council. The policy and process can be found current Student Catalog.
http://www.etsu.edu/com/sa/admissions/collegeinfo/catalog.aspx
Honor Council Chair: qcom-honor@mail.etsu.edu
Honor Council faculty advisor: Tom Ecay ecay@etsu.edu
☐ Other / Comments:

Other problematic or unethical behaviors not listed above: ______

Date of Incident: ______
Description of the student’s behavior or event that occurred: ______

FOR REPORTS BY FACULTY/STAFF ONLY:

<table>
<thead>
<tr>
<th>Did you provide feedback to the individual(s) named?</th>
<th>Yes</th>
<th>No</th>
</tr>
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<tr>
<th>Did you document the feedback? (please attach any documentation)</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

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<thead>
<tr>
<th>Have you reviewed the contents of this report with the individual(s) named?</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

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<tr>
<th>Have appropriate University officials been notified if applicable (i.e., Grievance Officer, University Compliance, Public Safety)?</th>
<th>Yes</th>
<th>No</th>
</tr>
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<tr>
<th>Other/Comments</th>
<th>Yes</th>
<th>No</th>
</tr>
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</table>

If completing electronically, please print and sign as indicated.
I have read this report and discussed it with the person completing this form:

________________________________________
Student Signature

________________________
Date

________________________________________
Submitter’s Signature

________________________
Date

Submit signed form to the Associate Dean of Student Affairs

☐ Student written reply submitted
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Procedures:
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Administrative Disposition:

☐ Copy to Executive Associate Dean of Academic Affairs. Date: ____________________________

☐ Student was counseled by Associate or Assistant Dean of Student Affairs. Date: _____________

Copy of report forwarded to:
☐ Honor Council for appropriate action
☐ Student Promotions Committee for placement on next agenda
☐ Committee on Supporting Student Health for appropriate action

Date: ____________________________ referred to any of the above

☐ Student was referred for additional counseling or treatment. Date: _______________________

☐ Other action was taken ____________________________ Date: _______________________

☐ Submitter of the form was notified of disposition. Date: _______________________

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