



Policy Replaces a Previous Policy (*this includes change in policy name*): Yes / No
If so, list name of previous policy (*include policy number if different*):

Policy Number: **SPROMO-0918-002**

Originator Name and/or Committee (*if a committee, include name of chair*): **Ramsey McGowen, PhD**

Committees, Departments, or Individuals Responsible for Implementation: **All faculty, staff, and students**

Original Approval Date and Who Approved by: **10/16/12 – Kenneth E. Olive, MD / EAD**

Revision Date(s) (*include a brief description*) and Who Approved by: **11/13/12; 9/19/18; 6/9/22 (new language for reporting to SPARC); 9/8/22 (new language added regarding who reviewed by);**

Effective Date(s): **10/16/12; 11/13/12; 9/19/18; 5/25/21; 6/9/22; 9/23/22**

Revision(s) (*briefly describe*) by Administrative Staff and Date (*these revisions do not require voting/approval by a committee and/or individual*): **5/25/21;**

Exemption(s) to Policy (*date, by what committee or individual, and brief description*):

LCME Required Policy: Yes / No

If yes, please list the Element(s) Affiliated with this Policy (*include Element number/name/statement*):

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.

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.

All policies will be reviewed every three years unless an earlier review is identified.

Policy Name: Student Professionalism Reporting Policy

(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. **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:

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 Performance Review Committee (SPARC) quarterly/ Student Success Committee (SSC) for additional 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;

Policy Name: Student Professionalism Reporting Policy

- b. to the Tennessee Medical Foundation per the [Fitness for Duty policy](#) guidelines, if the student’s behavior appears to reflect 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 through formative feedback with the individual student and a professional development action plan developed. SPARC 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](#)).

Administrative Approvals	Date Approved
University Compliance <i>(if applicable)</i>	
Policy Advisory Committee	6/9/22; 9/8/22
Associate Dean for Accreditation Compliance <i>(if applicable)</i>	
Vice Dean for Academic Affairs	9/23/22
Policy Review and/or Revision Completed By <i>(if applicable)</i>	Date Policy Reviewed and Approved <i>(if applies to that department, committee, or group)</i>
Office of the Dean	Upon review to MSEC; 5/25/21
Academic Affairs <i>(this includes the three-year reviews by administrative staff)</i>	11/13/12; 9/19/18; Oct 2018; 6/10/21; 6/9/22; 9/23/22
Student Affairs	Sept 2018
Department of Medical Education	
Medical Student Education Committee	10/2/12; 10/16/12; 11/13/12; 10/16/18
Student Promotions Committee	11/14/12; revised and approved 9/19/18;
Faculty Advisory Council	Oct 2012
Administrative Council	
M1/M2 Course Directors	Oct 2012
	Oct 2012

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	M3/M4 Clerkship/Course Directors	
	Student Groups/Organizations (<i>describe</i>):	Oct 2012
	Other (<i>describe</i>):	

Notifications of New or Revised Policy (<i>if applicable</i>)		Date and Method of Notifications
	Posted to Website Under Educational Policies	9/26/22 – emailed to Aneida for posting 10/4/22 – emailed to Aneida for posting
	Medical Students	
	Administrative Council	
	Faculty Advisory Council	
	All QCOM Faculty	
	All QCOM Staff	
	Admissions Office for Catalog	6/11/21 – emailed to Anthony Walls
	Other (<i>specify</i>):	



OFFICE of
STUDENT AFFAIRS
Quillen College of Medicine

EAST TENNESSEE STATE UNIVERSITY

Professionalism Report form

Please complete the information in this form. Be sure to click Submit when finished so your responses will be recorded.

Thank you!

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.

Procedures:

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.
3. The Associate Dean for Student Affairs, the Assistant Dean for Student Affairs, and the Grievance Officer or a designated third faculty member or administrator will review each report and 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 Students' 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.

Multiple or repeated reports regarding the same student may warrant other responses, including review by the Student Promotions Committee.

Student Name: <input type="text"/>	Class year: <input type="text"/>	Date: <input type="text"/> M-D-Y
Name of person completing form:	<input type="text"/>	
Course/Department:	<input type="text"/>	
Original Source of information:	<input type="text"/>	

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
- 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: gcom-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: (MMDDYYYY)

 M-D-Y

Description of the student's behavior or event that occurred:

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