

POLICY NAME: Professionalism

Responsible Party: Office of Student Affairs

Applies To CMED: Faculty Students Residents Staff Administration

Approval Date: 05/22/2019

Policy Procedure

PURPOSE:

Medical students must understand that their professional responsibility to the care of their future patients begins when they matriculate to the College of Medicine. The knowledge, skills, and attitudes learned and demonstrated in the classroom and laboratory are directly relevant to patient care, and must be approached with the same professionalism as is the patient in the clinical setting.

DEFINITIONS:

Professional Identity

Defined as “a set of values, behaviors, and relationships that underpins the trust the public has in doctors.¹” Professional identity is “a representation of self, achieved in stages over time during which the characteristics, values, and norms of the medical profession are internalized, resulting in an individual thinking, acting, and feeling like a physician.²”

Professionalism

Professionalism is defined by the faculty of the College of Medicine in the following language (see Unit II, The Learning Environment & Professionalism Standards in the Student Handbook):

Professionalism: Students must demonstrate a commitment to carrying out professional responsibilities, adherence to ethical principles, and sensitivity to a diverse patient population.

- Demonstrates respect, compassion, accountability, integrity, and

¹ Royal College of Physicians of London. Doctors in society: medical professionalism in a changing world. 2005.

² Cruess RL, Cruess SR, Boudreau DB, Snell L, Steinert Y. Reframing medical education to support the development of professional identity formation. Acad Med. 2014; 89:1446-51

responsiveness to each patient's needs and to society's needs while superseding self-interest

- Demonstrates a firm commitment to excellence and ongoing improvement
- Demonstrates respect for confidentiality of patient information
- Demonstrates sensitivity and responsiveness to a diverse patient population including but not limited to diversity in gender, age, culture, race, religion, disabilities, and sexual orientation

Skills and attributes described elsewhere within the general competencies/educational objectives also fall under the broad heading of professionalism. Examples include:

The provision of patient-centered, individualized care that is compassionate and effective, the carrying out of 'patient management responsibilities' completely, the ability to perform procedures competently, the demonstration of 'an inquisitive and analytic thought process,' the responsibility for a student to 'investigate and evaluate their patient care practices,' the demonstration of professional behaviors, the demonstration of effective interpersonal and communication skills, and the ability to work as a team member and develop team leadership skills.

POLICY STATEMENT:

Occasional tardiness and minor concerns about lack of courtesy/respect on the part of a student may be dealt with by a faculty member on an individual basis at the time of the incident.

Any other professionalism lapse should be reported in one of the following ways:

1. Verbal report
2. Email, or other written report
3. Submit a concern anonymously via the [Concern Form](#).

Receipt of the report should be forwarded to the Associate Dean for Student Affairs or designee. The student involved will be notified when warranted regarding the content of the report in person, by phone, and/or by email that a report has been received and will meet with the Associate Dean for Student Affairs in a timely manner.

The Associate Dean for Student Affairs, in consultation with the Senior Associate Dean of Academic Affairs will review the nature of the complaint and determine a plan of action based on the following intervention levels:

Intervention levels:

1. Notification/education
2. Remediation
3. Discipline: all formal disciplinary actions take place through SPCC and/or CMU's

Office of Student Conduct or Offices of Civil Rights and Institutional Equity

Notification/education - will be required of students about whom there are relatively minor concerns, or there is a first report of a professionalism lapse. Students will be reminded of the policy in person or by email. A note will be made in the student’s unofficial academic record regarding the professionalism lapse. A more detailed note of the incident will be maintained by the Office of Student Affairs and destroyed at the time of graduation.

Remediation - will be required of students where there are repeated concerns after initial notification/education for relatively minor concerns or where a single more serious professionalism lapse has occurred. Remediation will be appropriate for the professionalism lapse and determined by, and to the satisfaction of, the Associate Dean for Student Affairs or their designate. A note will be made in the student’s unofficial academic record regarding the professionalism lapse and successful remediation. A more detailed note of the incident and remediation will be maintained by the Office of Student Affairs.

Discipline - is reserved for serious or repeated professionalism lapses. The Associate Dean for Student Affairs will refer such students to the SPCC for review. Appropriate actions may include remediation up to dismissal. A note will be made in the student’s unofficial academic record regarding the professionalism lapse. A more detailed note of the incident will be maintained by the Office of Student Affairs and may be included in the MSPE.

Depending on the nature of the professionalism lapse the CMU [Code of Student Rights, Responsibilities, and Disciplinary Procedures](#) may take precedence.

RELATED POLICIES:

- [Professionalism and Social Networking Policy](#)

The College of Medicine reserves the right to make exceptions, modify or eliminate this policy and or its content. This document supersedes all previous policies, procedures or guidelines relative to this subject.

History	
7/28/2017	Approved by Student Performance and Conduct Committee
5/22/2019	Revised, reviewed, and approved by Student Performance and Conduct Committee
5/22/2019	Revised, reviewed, and approved by Student Performance and Conduct Committee

