

# **Fostering Professionalism**

A Program to Monitor and Mentor Students in Professional Behavior Upstate Medical University College of Medicine

# Background

- Widespread recognition of the importance of professional behavior in the training of medical students and physicians
  - Papadakis' work correlating professional misconduct sanctions by state medical boards to unprofessional medical school behavior
  - UCSF prototype of professionalism assessment programs duplicated in schools across the country



# Background

- Desire on the part of Upstate faculty (and students) to put a process in place to monitor and mentor students in this area
  - Proposal refined by Professionalism Working Group (Drs. Brown, Buchan\*, Cleary, Grassl, Haldipur\*, Loftus, Maimone, Poole, Shanley\*)
  - Input from Student Affairs (Dr. White)
  - Focus group with medical students



Components of "Fostering Professionalism" Program

- Defining professional behavior
- Communicating expectations and engaging students in dialogue
- Assessing professional behavior
- Identifying professional behaviors
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  - Exemplary as well as concerning behavior
- Mentorship and follow-up



### Defining professional behavior

- A pattern of behavior over time
- Includes:
  - Academic integrity and honesty
  - Sincere commitment to mastery of curriculum (knowledge, skills, attitude)
  - Compliance with course expectations (e.g., dress and hygeine, respectful handling of cadavers, use of cellphones in class, etc.)

## Defining professional behavior

- A pattern of behavior over time
- Includes:
  - Effective communication, relationships with patients, families, peers, faculty, other health professionals
  - Working well in a team
  - Responsibility regarding attendance, punctuality, confidentiality, ethical behavior
  - Ability to reflect, self-assess, ask for and receive feedback with grace, incorporate it into improvement

### Communicating expectations

- Orientation to medical school and at the beginning of each academic year
- Reinforcement in Advisory Dean groups
- Course and clerkship directors define expectations
- Formal, informal or ad hoc discussions
  - At Orientations
  - In POM, Bioethics, Anatomy, courses/clerkships
  - With advisory deans

## Assessing professional behavior

- Informal feedback from faculty, peers, residents, advisory deans, etc.
- Course and clerkship assessments
  - 4 of the 10 clerkship competencies are aspects of professionalism
- Formal recognition and awards
   Gold Humanism Society, others
   The Fostering Professionalism Program

## Fostering Professionalism Program: Tracking Professional Behavior over Time

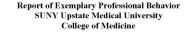
- Faculty identify incident or pattern of behavior (of concern, or exemplary), discuss with course director
- Course or clerkship director completes/ submits report to Faculty Coordinator (Dr. Frechette)
- Mentor talks with course/clerkship director, meets with student, provides advice, recommendations or referrals, identifies follow-up, keeps documentation
   Advisory deans informed, involved in follow-up plan

# Who is Vinny Frechette?



- Valedictorian, Class of 1991, College of Medicine, Upstate Medical University, Member of AOA
- Residency, Chief Residency, Dept. of Medicine
- Received Clinical Faculty Teaching Award from Class of 1995, his 1<sup>st</sup> year as faculty member
- Previous Director of Internal Medicine Residency
- Currently Division Chief, General Internal Medicine
- Widely respected active general internist who takes care of many Upstate faculty and staff; a faculty exemplar for professionalism

## **Report Form for Exemplary Behavior**



Course/Clerkship:			

Name of Faculty submitting the report:

Phone number of person submitting report:

Date of report:

Name of Student:

Please describe your observations about this student's exemplary professional behavior:

Discussed with student (circle one): Yes or No

In general, the student will be informed that you submitted this report. If there is a reason you would prefer not to have the student informed, please explain.

Please submit this report (preferably by email toDr. Vincent Frechette, Faculty Coordinator, Fostering Professionalism Program (frechetv@upstate.edu)

### For Office Use Only:

The student was informed of this report (Circle one: email, letter, phone, other).

Vincent Frechette, M.D. Faculty Coordinator Date

Date

Copy sent to \_\_\_\_\_

Name of Advisory Dean

### **Report Form for Concerns**

Report of Unprofessional Behavior SUNY Upstate Medical University College of Medicine

Name of Student:

Course/Clerkship:

Name of Faculty submitting the report:

Phone number at which you can be reached:

### Date of report:

The following standards from the SUNY Upstate Student Code of Conduct provide context for common concerns about unprofessional behavior. Please check applicable concerns regarding this student.

The student **did not/does not** (check one or more):

- Treat a peer, faculty person, or staff member with respect (without regard to race, age, gender, disability, national origin, religion, or sexual orientation).
- O Treat a patient or family member with respect (without regard to issues above).
- O Maintain patient confidentiality and the accuracy of patient records.
- O Treat Upstate property of SUNY Upstate Medical University, both intellectual and physical, with respect. Property includes cadavers and other school property.
- O Comply with guidelines regarding plagiarism of intellectual property.
- O Maintain personal honor, integrity, and dignity.
- O Conduct him/herself in a proper manner, both academically and professionally. This includes maintaining a professional demeanor in the classroom so as to foster a positive learning environment.
- O Other (please specify)

Please describe the incident or pattern in detail:

Discussed with student (circle one):

Yes or No

In general, the student will be informed that you submitted this report. If there is a reason you would prefer not to have the student informed, please explain.

Please submit this report by email to Dr. Vincent Frechette, Faculty Coordinator, Fostering Professionalism Program (<u>frechetv@upstate.edu</u>).

For Office Use Only:	
This report was discussed with student.	
Vincent Frechette, M.D.	Date
Faculty Coordinator	
Student	Date
Copy sent to	
Name of Advisory Dean	Date

# Fostering Professionalism: When Concerns Continue

- Threshold moves action to Committee on Academic Promotion or Judicial Committee and mention on MSPE (Dean's letter)
  - 3 reports in years 1 and 2, or
  - 3 cumulative reports, or
  - 2 reports in years 3 and 4, or
  - A single report of significant concern
- CAP/Judicial Committee response includes:
  - Probation, suspension, or dismissal

# Exemplars

Communicated to student
Included in student file
Could be cited in MSPE or otherwise recognized (letter, certificate at Student Clinicians Ceremony, etc.)

# How to submit a report

- Templates will be emailed to all course and clerkship directors, and will be available through the Curriculum Office website
- Reports can be submitted (preferably by email) directly to Dr. Frechette, or to him via Dr. White, or Dr. Cleary

### What does Faculty Coordinator do?

- May talk with course/clerkship director and/or others about the concern
- Meets with student to discuss concern
- Identifies means to correct behavior with student (may involve other consultants; advisory dean will be informed)
- Maintains record of discussion and outcome
  If threshold met, moves concern to CAP

# Tracking program

- Faculty coordinator meets with curriculum and student affairs deans at regular intervals to review patterns of concerns
- Patterns of reports may initiate other efforts at prevention
- Annual summary will be provided to EPC and course directors



# Fostering Professionalism Questions? Comments? Suggestions?