

THE
UNIVERSITY
OF RHODE ISLAND
COLLEGE OF
PHARMACY

Professionalism
Guidelines

BSPS, PharmD, and Graduate (MS, PhD)

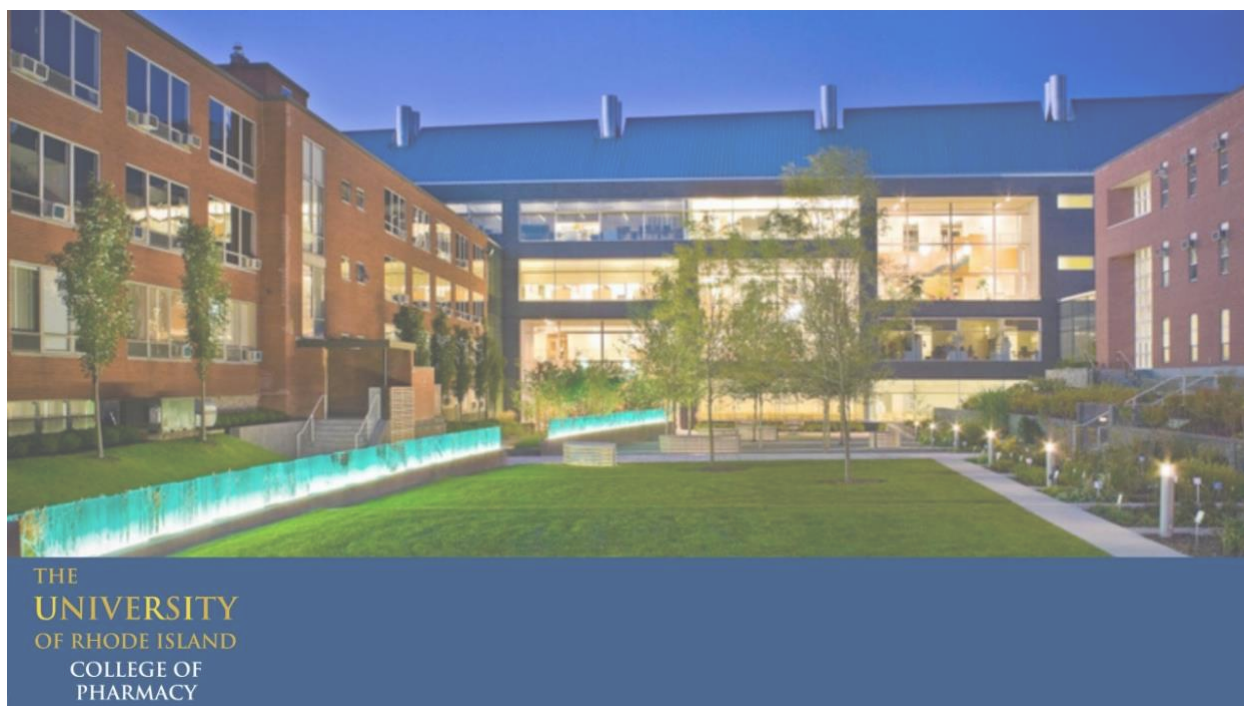
Updated 2023

THINK BIG  WE DOSM



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College of Pharmacy Vision

The University of Rhode Island College of Pharmacy will be a leading global research College that will advance health and transform communities.

URI COLLEGE OF PHARMACY PROFESSIONALISM GUIDELINES

College of Pharmacy Mission

The URI College of Pharmacy is a welcoming and inclusive student-centered research community that pursues lives of service and intellectual exploration to solve scientific challenges and prepare students to deliver interdisciplinary healthcare with compassion and intention.

College of Pharmacy Foundational Values

PEOPLE

An inclusive, accessible, equitable, and diverse community whereby we respect the rights and dignity of all. We care about the physical and mental health of our community.

STUDENTS

Freedom to learn, teach, and conduct research with integrity in the pursuit and dissemination of new knowledge aimed at contributing to the public good.

INTEGRITY AND INNOVATION

Through lifelong learning, ethics, research innovation, and leadership to create a thriving URI community that serves Rhode Island and the world.

EXCELLENCE IN SERVICE

Self- and Institutional reflection of our values in our work, scholarship, and interactions, holding ourselves, each other, and the institution accountable to uphold them to a high standard.

Introduction

Pharmacists and scientists must live up to the high ideals of their respective professions. Their lives must be guided by the principles of honesty and integrity to ensure that the public can regard their words and actions as unquestionably trustworthy.

To develop an understanding of and respect for these principles of honesty and integrity as applied to the academic work of pharmacy students, the College has developed this conduct policy applicable to all students, preceptors, faculty, and staff.

For prospective students, acceptance of this policy is required and recorded using the Annual Pledge form found at the end of this document.

Students, faculty, preceptors, and staff are held responsible for exhibiting the following professional attributes: respect for others, empathy for patients and colleagues, honesty, integrity, accountability, confidentiality, knowledge of and involvement in the profession. Academic dishonesty and professional misconduct are considered unacceptable.

Dress Code Policy¹

Professional dress is exemplified by the avoidance of extremes in dress and grooming. Even though current dress code policy does not specifically require adherence to the professional dress standard in the classroom, students are expected to maintain a neat, clean appearance in the classroom, such that

¹ Adapted from sections of "Professionalism for Pharmacy Students" – South Dakota State University College of Pharmacy

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visitors and faculty members might discern they are in the presence of students within a professional program. Therefore, avoidance of extremes of dress and grooming, and adherence to personal cleanliness should be maintained in the classroom, or in any situation when the student represents the College of Pharmacy.

Professional Misconduct Policy

We expect professional conduct from all students, faculty, and staff. Individuals are expected to represent the College, professional program or profession in a positive, professional manner. Violation of any professions' codes of ethics is a violation of professional conduct.

ACADEMIC MISCONDUCT

Academic Misconduct, while also considered professional misconduct, will be adjudicated as outlined in the URI Student Handbook accessed at <https://web.uri.edu/wp-content/uploads/sites/1081/Student-Handbook-FINAL-08.22.2019.pdf>.

At the College of Pharmacy you are expected to adhere to the highest standards of academic integrity in all of your coursework. What this means is that any evidence of cheating or plagiarism will be grounds for dismissal from the program. Please review the URI Student Handbook paying particular attention to **Academic Honesty (page 20)**. You can access the URI Student Handbook via the following link: <https://web.uri.edu/wp-content/uploads/sites/1081/Student-Handbook-FINAL-08.22.2019.pdf>

We expect you to be able to communicate effectively in both written and oral forms. When requested, the College will provide reasonable accommodation to otherwise qualified students with disabilities. Students must work with and be approved by URI's Office of Disability, Access, and Inclusion (www.uri.edu/disability; 401-874-2098; dai@uri.edu).

PROFESSIONAL MISCONDUCT²

Professional misconduct for COP PharmD students includes, but is not limited to:

1. Violation of conduct described in course policies or articulated by the instructor in writing.
2. Contributing to or engaging in any activity which disrupts or obstructs the teaching, research, or outreach programs of the College or University, on campus or at affiliated training sites.
3. Entering the classroom or clinical experience habitually late or leaving early, arriving late to a professional activity, without prior permission from the instructor. The instructor also has the obligation to notify the class, if possible, in advance, of any changes in class times, possible late arrival and/or cancelled classes.
4. Approaching faculty, staff, or students in less than a professional manner and treating faculty, staff, peers and patients in a disrespectful and inconsiderate way.
5. Unprofessional dress (as outlined in the professional program, professionalism manual, class and/or clinical agency policies) during classes, clinical experiences, or when representing the College of Pharmacy.
6. Falsifying applications, forms, documents, reports, or records of any kind or providing false information to the University personnel while an active member of the College's academic programs.
7. Unauthorized accessing or revealing of confidential information about faculty, staff, or students of the College and University (see <https://web.uri.edu/faculty/studentprivacy/> for information on the Federal Family Educational Rights and Privacy Act, or FERPA).

² Modified from the North Dakota State University College of Pharmacy, Nursing and Allied Sciences Student Conduct Policy - 5/14/2008

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8. Violation of patient respect and confidentiality in any practice/learning setting (see <https://www.hhs.gov/hipaa/index.html> for more information on the Health Insurance Portability and Accountability Act, or HIPAA).
9. Theft, damaging, defacing or unauthorized use of any property of the College, University, or training sites. (<https://web.uri.edu/wp-content/uploads/sites/1081/Student-Handbook-FINAL-08.22.2019.pdf>)
10. Computer usage that violates URI and/or clinical sites acceptable use policies, including use of social media.
11. Sexual harassment as defined by URI and/or clinical sites (<https://web.uri.edu/wp-content/uploads/sites/1081/Student-Handbook-FINAL-08.22.2019.pdf>).
12. Harassment, Threats of Violence, Intent to do harm (<https://web.uri.edu/wp-content/uploads/sites/1081/Student-Handbook-FINAL-08.22.2019.pdf>).
13. Endangering patients, faculty, staff, and/or fellow students or damaging their property.
14. Intoxication, abuse, possession, illegal use or illegal sale of alcohol, other drugs, chemicals, firearms, explosives or weapons within the University campus, in any practice/learning setting, or when representing the College (<https://web.uri.edu/wp-content/uploads/sites/1081/Student-Handbook-FINAL-08.22.2019.pdf>). Conviction of such actions is grounds for dismissal.
15. Any violation and/or conviction of any federal, state or municipal law as well as a University rule or rule at a professional experience site. Any felony conviction is grounds for dismissal.

DISCLAIMER: Items referenced in the URI Student Handbook are managed by the Department of Student Life; items referencing federal, state, or local laws are additionally managed by the respective law enforcement agency.

THE CO-CURRICULAR AND PROFESSIONAL DEVELOPMENT COMMITTEE

The Co-Curricular and Professional Development Committee consists of members appointed by the Dean. The committee develops expectations with corresponding policies and procedures for professional conduct and co-curricular requirements within the College and serves an advisory role to the Office of Student Life, the Student and Academic Affairs Office, College of Pharmacy (COP) faculty, staff, and students in examining evaluation of those expectations. The committee is also responsible for developing, implementing, and promoting proactive programs for professionalism in curricular and co-curricular COP experiences.

Goals:

- Develop the expectations with corresponding policies and procedures for professional conduct within the College.
- Develop, implement, and promote proactive programs for professionalism in curriculum and co-curricular COP programs.
- Work with the Office of Student Life, the Student and Academic Affairs Office, COP faculty, staff, and students to examine and advise on reported unprofessional behavior and refer as needed to appropriate University support.
- Review and modify professional development requirements set forth by the College and modify based on assessment and review of current literature for continuous quality improvement.
- Consider requests of experiences for recognition in meeting professional development requirements.
- Work in consultation with Coordinator of Assessment to evaluate student professional development and documentation of co-curricular elements.
- Support faculty advisors, in consultation with Associate Dean of Academic and Student Affairs and Director of PharmD program, with direction and guidance of the professional development requirements.

MISCONDUCT REPORTING

Professional undergraduate students enrolled in the College of Pharmacy are held to specific professional standards as a necessary part of their education and future development. In addition, students are expected to adhere to [URI's Community Standards and Student Conduct](#). As such, in the event that any member of the URI community, faculty member or preceptor observe, suspect, or otherwise have reason to believe that a student is failing to maintain these professional standards it is important this information is reported to the appropriate committees for further review. The intent of this policy is to standardize those procedures for referrals.

Procedure:

1. A faculty member, preceptor, or member of the URI community shall reduce the referral to writing (either by electronic or handwritten means) and shall include their name, APPE/IPPE site or class course code (if applicable), date and time of the matter, a detailed description of the matter at hand, as well as any remedial, disciplinary, or corrective action already taken.
 - a. Violations of the [URI Community Standards of Behavior](#) should be reported to the [URI Conduct System](#). The Associate Dean of Student and Academic Affairs will receive notification from the Associate Dean of Students, Community Standards. The Chair(s) of the Co-Curricular/Professional Standards Committee.
 - i. If the incident is not a violation of the University Community Standards of Behavior, but still deemed unprofessional in nature, the written report shall be submitted to the Chair(s) of the Co-Curricular/Professional Standards Committee.
 - ii. Faculty may use the Starfish system to Flag Academic Concerns (lower level) including but not limited to attendance, tardiness, missed assignments, etc. which should be resolved upon meeting with the faculty member who raised the issue.
 - b. Violations of Academic Integrity should use this [form for reporting](#). The Associate Dean of Student and Academic Affairs will receive notification from the Associate Dean of Students, Community Standards, and can assist faculty in the process of reporting. The Chair of Scholastic Standing will be notified of reported violations.
2. All complete referrals shall be reviewed by the Committee Chair(s) or select sub-committee. Nothing in this procedure shall prevent the Chair(s), Associate Dean, or Dean from also referring a matter to the University Dean of Students Office prior to a review by the Committee Chair or select sub-committee.
3. After review, the committee or select sub-committee may render any of the following recommendations.
 - a. Recommendation that no further action be taken.
 - b. Recommendation that the student(s) subject of the referral meet with the committee or select sub-committee. A written response may be requested of the student prior to meeting to better understand their perspective of the incident.
 - c. Recommendation that the student(s) take remedial or corrective action agreeable to the student(s) and committee or select subcommittee including repeating class assignments, projects, exams, or papers, undertaking additional education, and/or adopting a corrective action or monitoring plan.
 - d. Recommendation that the referral be sent to the Associate Dean or Dean of the College of Pharmacy for disciplinary action
 - e. Recommendation that the referral be sent to the Dean of Students Office responsible for student conduct violations if not already done.
4. A copy of the resolution of referrals shall be made available to the student(s) subject of the referral, the faculty member or preceptor who submitted the referral, and included in the student's permanent student record maintained by the College of Pharmacy.
5. Resolution of a violation is subject to any prevailing appeals process(es) in effect at the University level with guidance from the Associate Dean of Students, Community Standards:
 - a. A [written appeal](#) as set forth by the Office of Community Standards; or
 - b. An appeal panel, set up by the College of Pharmacy Dean or Associate Dean, with 3 - 5 individuals to evaluate written materials of the incident and the written appeal of the student.

Complaints Policy

The University of Rhode Island, College of Pharmacy is committed to conducting its affairs in an open and honest manner with respect for all individuals. Anyone who perceives that there are practices that do not conform to this policy may initiate a formal complaint. The specific policies and procedures related to complaints are presented on the next page. Please read and familiarize yourself with the policies and procedures related to complaints. The College of Pharmacy encourages persons with complaints about the Doctor of Pharmacy educational program to seek informal resolution of their complaints prior to initiating a formal process. This informal resolution may include one-on-one conversations or group discussions, when appropriate for the situation.

Any person may file a formal complaint to the College of Pharmacy regarding its professional program. Complaints may include, but are not limited to, admissions policies, inappropriate faculty or student conduct (as related to AAUP contract 2014-2018 article VIII or University Manual section 9.18), inequities in grading, bias incidents and/or failure to comply with University policy. It is the responsibility of the Associate Dean to manage and provide responses to formal complaints about the Doctor of Pharmacy Program.

PROCEDURES FOR FORMAL COMPLAINTS

1. To initiate a formal complaint a [Student Complaint Form](#) must be completed. The form includes a section for a detailed description of the issue or reason for the complaint. All areas of the form must be completed to ensure a complete understanding of the situation and how to contact the complainant in the event that other answers are needed. If this is a student complaint related to a course or faculty action, a statement of actions taken to informally resolve the complaint must be included. Failure to complete all sections of the form will delay the response or make it impossible for a resolution to be made.
2. Requests for confidentiality shall be respected to the extent any such information is not necessary for the resolution of the complaint. Students will not be penalized or suffer retaliation for filing complaints. Completed complaint forms will be kept in a locked file in the Office of the Associate Dean, room 215C.
3. A complaint form should be accessed on the College's web page <https://web.uri.edu/wp-content/uploads/sites/1223/PharmD-ACPE-Standards-Student-Complaint-Form-9.19.17.pdf>. A printed copy is included in this manual or may be obtained from the Dean's Office, the Office of Student Affairs. Complaints must be submitted to the Attention of the Associate Dean, College of Pharmacy, University of Rhode Island, 7 Greenhouse Rd., Room 215C, Kingston, RI 02881.
4. Formal complaints will be reviewed upon receipt by the Associate Dean or a designated administrative staff member and referred to the appropriate collegiate committee or administrative office within the College or University for information, advice and/or response. Complaints may require meetings or hearings with the complaining party or other members of the collegiate or university community. University Policy and Procedure will guide the Associate Dean depending on the individual complaint. The person submitting the complaint will receive acknowledgement of the submission within 14 days and a response or update on its status within 60 days. All effort will be made to provide timely responses to time sensitive complaints.

APPEALS PROCESS

Decisions related to the complaint may be appealed to the Dean of the College of Pharmacy. University related complaints may be appealed through the University of Rhode Island policies and procedures. Members of the University community may also seek advice on complaints from the Office of the Ombudperson at 401-874-4250. More information on the University's Ombudperson may be found at <https://web.uri.edu/ombud/>.

Student Complaint Form
The University of Rhode Island College of Pharmacy

Student Name: _____ **Graduation Year:** _____

Contact Information:

Email: _____

Telephone: _____

Nature of complaint: _____
(i.e.: curriculum, admissions policy, etc)

NOTICE: Information on filing complaints is provided in the University of Rhode Island College of Pharmacy Professional Handbook and on the College of Pharmacy website via the following link:

www.uri.edu/pharmacy

Please include actions already taken to informally solve your complaint. You may use additional pages if necessary.

In the space below, please state in detail what resolution or relief you are seeking. You may use additional pages if necessary.

Signature

Date

Upon completion, please place the Student Complaint Form in an envelope, seal and mark the envelope "Confidential" and deliver to:

***Associate Dean of Student and Academic Affairs
College of Pharmacy
7 Greenhouse Road, Room 125a
Kingston, RI 02881***

Professionalism Expectations³

1. Professional Knowledge Skills and Behaviors

- Perform responsibilities in a manner consistent with the school's or college's educational outcomes statement, the CAPE outcomes, NABP and ACPE competencies, professional associations' competency statements and other professionalism documents.
- Interacts effectively with faculty, staff, other students, patients and their families, pharmacy colleagues and other health professionals.

2. Commitment to Self-Improvement and Life-Long Learning

- Reflects critically on his or her actions and seeks to improve proficiency in all facets of his/her responsibilities.
- Accepts and responds to constructive feedback.
- Provides constructive feedback to others.
- Recognizes limitations and seeks help when necessary.
- Takes responsibility for learning - an active and self-directed learner.
- Does not participate in activities that compromise learning.
- Maintains personal health and well-being.

3. Service Orientation/Altruism

- Demonstrates concern for the welfare of others; uses skills and knowledge to improve their quality of life.
- Recognizes and avoids conflicts of interest.
- Provides service to the community and society-at-large.
- Offers to help others when they are busy or in need of assistance.
- Shares opportunities for recognition with others.
- Does not seek to profit unfairly from others.
- Puts patient needs above their own, e.g., staying as long as necessary to ensure appropriate care.

4. Continuing Commitment to Excellence and Pride in the Profession, College, and Community

- Demonstrates dedication to his/her patients and the profession supported by a strong work ethic.
- Upholds the competent delivery of health care services; addresses lack of knowledge or skill in self and others.
- Conscientious; well-prepared for class and clinical rotations.
- Displays a consistent effort to exceed minimum requirements; demonstrates quality work.

5. Covenantal Relationship with the Patient and Respect for Others

- Empathetic and responsive to the needs of the patient, the patient's family and other health care team members.
- Respects a patient's autonomy, privacy, and dignity.
- Involves the patient as a partner in his/her health care decisions; honors the patient's values and belief systems.
- Respects and appreciates the diversity of his/her patients.
- Listens and communicates effectively.
- Maintains appropriate boundaries.
- Advocates for others.
- Non-judgmental; displays compassion and empathy.

³ Adapted from the APHA Professionalism Toolkit and the University of Georgia College of Pharmacy

- Skillful in establishing a rapport with patients and other health care team members.
- Contributes to team building.
- Maintains composure and adapts well to changing or stressful situations.
- Resolves conflicts fairly.

6. Creativity and Innovation

- Contributes to quality improvement in all professional endeavors.
- Applies creative and innovative approaches to challenges.
- Contributes to the development of new knowledge and practices that advance patient-centered care.

7. Conscientiousness and Trustworthiness

- Demonstrates a high degree of integrity, truthfulness, and fairness.
- Uses time and resources appropriately.
- Truthful about facts or events; does not hide errors.

8. Accountability

- Demonstrates initiative, reliability and follow-through in fulfilling commitments.
- Promptly completes responsibilities in a timely manner.
- Responsible for, and accountable to others (e.g., patients their families, to society and the profession).
- Accepts responsibility for one's errors and explores ways to prevent errors from occurring in the future.
- Confronts individuals who demonstrate unprofessional behavior.
- Does not participate in activities that impair judgment or compromise patient care responsibilities.
- Accountable for his/her academic and professional performance.

9. Ethically Sound Decision-Making

- Demonstrates an awareness of professional norms, laws, and behavior; knowledge of theories and principles underlying ethical conduct.
- Adheres to high ethical and moral standards.
- Able to cope with a high degree of complexity and uncertainty.
- Controls emotions appropriately even under stressful conditions; maintains personal boundaries.
- Prioritizes responsibilities properly.

10. Leadership

- Contributes to the profession; actively involved in professional organizations or other venues.
- Proactive in solving social and professional challenges.
- Helps promote a culture of professionalism.
- Embraces and advocates for change that improves patient care.
- Encourages current and future pharmacists and scientists in their professional development.