

THE  
UNIVERSITY  
OF RHODE ISLAND

COLLEGE OF  
PHARMACY

PROFESSIONALISM GUIDELINES

BSPS, PHARM.D, AND GRADUATE (MS, PHD)

V6, AUGUST 17, 2010

**Vision**

URI's College of Pharmacy will lead the way toward effective global health care by: developing innovative teaching practices, advancing research and practice, and merging true entrepreneurial spirit with care and compassion.

THINK BIG  WE DO<sup>SM</sup>



**Professionalism Guidelines of the University of Rhode Island  
College of Pharmacy (College) Programs – BSPS, PharmD, and Graduate (MS, PhD)  
V6 2010 August 17**

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

### **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, in order 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 Professionalism Conduct Committee, along with the faculty of 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 on an annual basis using the Annual Pledge form (appendix 1).

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.

### **Fulfilling Professionalism Requirements in the Doctor of Pharmacy Curriculum**

In a professional school, the curriculum of study consists of knowledge, skills, abilities, and attitudes/behaviors. The curricular goals and objectives of the Doctor of Pharmacy program at the College are articulated in the Student Learning Outcomes. Procedures for addressing academic competency and progression associated with students' knowledge, skills, and abilities are addressed by the Scholastic Standing Committee. Procedures and Policies for addressing professional competency, misconduct, and disciplinary actions are addressed here. Students are required to achieve a minimal competence in professionalism as a requirement of graduation. The major component of this requirement is the satisfactory completion of a professionalism portfolio.

### **Professionalism Portfolio Policy**

Starting with the class of 2013, students will be required to create and complete a portfolio that demonstrates achievement in professionalism. Each of the Ten Professional Behaviors must be represented (see below).

Working with a professional advisor, students will annually review their portfolio and receive constructive feedback on their progress.

Students must complete their portfolio no sooner than May of their P3 year, and no later than December of their P4 year.

Annual professionalism forums will be conducted to highlight examples of student professionalism, and to assist new and seasoned students to plan methods to complete their portfolio. Sample and eventual student-submitted completed portfolios will also be reviewed at these forums, and will be available to students for review during the academic year.

### **Dress Code Policy**

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

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 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, while also considered professional misconduct, will be adjudicated as outlined in the URI Student Handbook (accessed at <http://www.uri.edu/judicial/Student%20Handbook/handbook.html>, updated regularly).

**Professional misconduct for URI College of Pharmacy students includes, but is not limited to:** (Modified from the North Dakota State University College of Pharmacy, Nursing and Allied Sciences Student Conduct Policy - 5/14/2008)

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 <http://podcast.uri.edu/help/index.php/FERPA> for information on the federal Family Educational Rights and Privacy Act, or FERPA).
8. Violation of patient respect and confidentiality in any practice/learning setting (see <http://www.hhs.gov/ocr/privacy/index.html> for more information on the Health Insurance Portability and Accountability Act, or HIPAA).
9. Computer Usage that violates URI and/or clinical sites' acceptable use policies.

**DISCLAIMER: Items referenced in the URI Student Handbook (<http://www.uri.edu/judicial/Student%20Handbook/handbook.html>) are managed by the Department of Student Life; items referencing federal, state, or local laws are additionally managed by the respective law enforcement agency.**

10. Theft, damaging, defacing or unauthorized use of any property of the College, University, or training sites.
11. Sexual harassment as defined by URI and/or clinical sites.
12. Harassment, threats of violence, Intent to do harm.
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. 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.

## **Composition and Charges of Professionalism Committee**

The PCC is a College-level committee consisting of College faculty members including the Director of Student Affairs and one professional staff member, and is chaired by the Director. Up to four students (each from the P1-P4 professional years) can serve on the Committee, but only to meet its promotion and advocacy goals. No student Committee members will vote in conduct hearings.

1. Develop, implement, promote and assess proactive programs to promote professionalism in curriculum and extra-curricular College of Pharmacy programs.
2. Work with Student Life, Associate Dean's office, College of Pharmacy faculty, staff, and students to create fair and balanced disciplinary outcomes.
3. Hold conduct hearings for reported unprofessional behavior with ad hoc group of committee members.
4. Work with curriculum committee to create, modify, and distribute standardized professionalism language for syllabi.
5. Develop professionalism didactic content for URI 101, introduction to pharmacy class (P1), and on request from faculty and staff.
6. Create, promote, and assess professionalism development seminars throughout the year for faculty, staff, preceptors, and students.
7. Organize the white coat ceremony and other professionalism month (typically September) activities.

## **Policy on Adjudication of Unprofessional Conduct**

The procedure for adjudication of alleged unprofessional conduct is handled by the Professionalism Committee. Conduct that is generally considered unprofessional or unethical (as listed in this manual) is typically considered unprofessional conduct for students.

## **Misconduct Reporting**

Anyone can report professional misconduct to the Director in writing. Verbal reports must be followed up with a written form that lists the name of the reporter (**anonymous reporting will not be permitted**), the student violator, a detailed description of the offense(s), and the date(s). These forms serve as the basis for the complete documentation of the conduct adjudication process. All confirmed misconduct reported to the Committee will lead to some action by the Director and/or the Committee. The Director has 10 business days from receipt of the form to address the alleged misconduct, assemble the Committee (if needed), and decide on an appropriate disciplinary action. Offenses may require that the student meet with the Committee prior to a decision. The decisions of the Committee range from a letter in the student's professional file to a recommendation for immediate expulsion from the College.

## **Appeals Process**

From the day the student is notified of the Director's or Committee's decision, the student has 10 business days to submit a written appeal to the Associate Dean for Student Affairs. The Associate Dean may choose to uphold, change, or override the Committee's decision, also within 10 business days of receipt of the appeal. The student may further appeal the Dean's decision to the University's Ombudsman. Students who are disciplined three times are subject for dismissal from the College.

**Professionalism Expectations (Components of the Portfolio)**  
**(Adapted from the APhA Professionalism Toolkit and the University of Georgia College of Pharmacy)**

**1. Professional Knowledge, Skills and Behaviors**

- Performance 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
- 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
- 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. Conscience 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 in their professional development