

Harrison School of Pharmacy

Professionalism Assessment Policies

Assessment of professionalism is a longitudinal process that measures the cognitive moral development of student pharmacists over the duration of their academic program. The assessment is completed considering all aspects of the program including didactic and experiential courses, and professional extramural activities. Evaluations and assessments completed during specific courses may be used in completing the "Professionalism Assessment Form". This tool may also be used by faculty and staff, and by student pharmacists through faculty, to submit critical incidents pertaining to professional behavior that will be taken into consideration by faculty assigned to complete a periodic assessment and by the Committee on Academic Requirements and Professionalism (CARP) should a student pharmacist be referred for review. Student pharmacists are responsible for maintaining a professional portfolio to record specific activities that are outlined by the "Tenets of Professionalism" and to provide meaningful reflections about their experiences and what they have gleaned from them.

1. All professionalism assessments will be conducted using the Professionalism Assessment Form.
2. All professionalism assessments will be part of a student's permanent record.
3. Professionalism assessments will be considered in reviews of students in academic difficulty.
4. Professionalism assessments will be completed formally in the following courses for all students: PPE I – VI once per semester and Integrated Pharmacotherapy I – IV once per block. Advanced Practice Experiences will continue to utilize the professionalism assessment that is a part of the PCAP. Faculty are encouraged to utilize the Professionalism Assessment Form in providing feedback to fourth year students regarding professionalism. All courses will be encouraged to use the assessment to document both exemplary as well as problematic professionalism incidents. Details regarding how the assessment will be integrated into the course are outlined in the individual course syllabi.
5. Professionalism assessments may also be completed by any member of the faculty, staff, or administration, based on individual occurrences, to document both exemplary as well as problematic professionalism incidents. The entire form does not need to be completed, only the applicable domains.
6. Students should seek members of the faculty or administration if they observe unprofessional or exemplary professional behaviors in other students. Faculty/administration will then determine if a formal assessment should be completed. The faculty or administration member will complete the Professionalism Assessment Form.
7. A Professionalism Assessment Form may be completed based on a single event/behavior or based on a pattern of events/behaviors to document both exemplary as well as problematic professionalism incidents.

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8. All Professionalism Assessment Forms should be forwarded to the Office of Academic and Student Affairs.
9. Any rating of “Needs Significant Development” (NSD) or “Remediation Required” (RR) assigned by an instructor in a course will be verified by the course coordinator prior to review by the Office of Academic and Student Affairs.
10. Any student receiving 1 rating of “NSD” or “Remediation Required” (RR) (verified by course coordinator if applicable) will be reviewed by the Office of Academic and Student Affairs. PPE mentors will be notified of such student ratings by the Office of Academic and Student Affairs.
11. Any student receiving at least 2 ratings of “NSD” or 1 rating of “RR” cumulative will be reviewed by the Office of Academic and Student Affairs and may be reviewed by CARP. Actions may include remediation, development of a Professionalism Contract, filing charges with the Harrison School of Pharmacy (HSOP) Honor Board, and/or dismissal from HSOP.
 - Situations that may result only in remediation or corrective action include but are not limited to:
 - Consistent Standards of Attire violations after sufficient warning
 - Consistently being late to meetings and/or appointments
 - Missing an appointment and/or patient visit without appropriate notification
 - Unprofessional communication (e-mail or otherwise)
 - Aggressive behavior towards peers, faculty, staff, administration, or patients
 - Situations that may result in development of a Professionalism Contract include but are not limited to:
 - Failure to change professional behaviors after Professionalism remediation or corrective action
 - Situations that may result in dismissal from HSOP include but are not limited to:
 - Significant harm to a patient
 - Apathy towards patient care and professional development
12. Students will be notified via e-mail if/when they are reviewed by the Office of Academic and Student Affairs or CARP.
13. Students may appeal decisions of CARP. Appeals must be submitted in writing within 10 working days (defined as days that the University is open for business) of notification via e-mail of and CARP decision. Students are encouraged to contact the Coordinator of Student Services for advice concerning the appeal process. They are also encouraged to contact their PPE mentors for letters of evaluation. Students may choose to meet with the committee in person or via phone or video conference for appeals. Students may appeal final decisions of CARP to the Dean

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of the HSOP. Such appeals must be made in writing no later than 10 working days after notification via e-mail of a CARP decision.

14. The roles of individuals who may be involved in remediation are described below :
 - **Instructors and course coordinators** are encouraged to first approach students displaying unprofessional behavior in an attempt to resolve the behavior prior to completing a formal professionalism assessment. Regardless of the outcome of the intervention a “Professional Assessment Form” should be completed which describes the cause for intervention and results.
 - **PPE Mentors** will be notified by the Office of Academic and Student Affairs when students receive ratings of “NSD” or “RR” in order to provide additional professionalism coaching.
 - The **Office of Academic and Student Affairs** will work with CARP in developing remediation plans individualized to a student’s deficiencies in professionalism in addition to providing counseling regarding professionalism problems.
 - **CARP** in conjunction with the Office of Academic and Student Affairs will develop remediation plans individualized to a student’s professional development.

15. For students completing a remediation plan or Professionalism Contract, documentation of positive professional development will be provided by those involved in remediation.

16. Students consistently displaying exemplary professional behaviors will be recognized at the annual HSOP Awards Program.