

Carver College of Medicine
Clinical Medical Student Professionalism Rubric 2024

	Fail	Needs Improvement/ Remediation	Meets Expectations In case of extenuating circumstances, student communicates with clerkship and resolves issue ASAP
Attendance and timeliness		<p>Absent, tardy or leaves required clinical/educational activities early without timely communication</p> <p>Submits clinical documentation, time-off requests, evaluations (initiates and completes, including end of clerkship evaluation) and Clerx entries late or after reminder without timely communication.</p>	<p>Attends all clinical and educational activities/assignments on time</p> <p>Submits clinical documentation, time-off requests, evaluations (initiates and completes, including end of clerkship evaluation) and Clerx entries on time</p>
Interpersonal Interactions and respect		<p>Demonstrates behavior that is disrespectful towards members of the healthcare team (including other students), educational team, or patients/patient families/support persons, including when they are not present, including on social media and public forums</p> <p>Demonstrates behavior that is disruptive to others' learning environment and/or team dynamics</p> <p>Fails to maintain composure in difficult situations</p>	<p>Treats all members of the healthcare team (including other students), the educational team and patients/patient families/support persons with respect even when they are not present, including on social media and public forums</p> <p>Maintains a positive learning environment and team dynamics even if not interested in the content/material being taught</p> <p>Maintains composure in difficult situations</p>

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Accountability		<p>Upon receiving feedback, acknowledges and, if possible, resolves personal error and/or omission</p> <p>Upon receiving feedback, recognizes limitations of their role on the healthcare team and seeks guidance and supervision</p> <p>Does not respond to or responds negatively to constructive feedback</p> <p>Violates dress guidelines as outlined for the rotation including wearing name badge appropriately</p> <p>Inappropriately uses cell phone, social media, emailing or texting during patient care activities or clinical education</p> <p>Fails to respond to pages, Voalte messages, email messages, or other correspondence from healthcare team, clerkship director/coordinator in a timely manner</p>	<p>Independently acknowledges and, if possible, resolves personal error and/or omission</p> <p>Independently recognizes limitations of their role on the healthcare team and seeks guidance and supervision when needed</p> <p>Responds positively to constructive feedback by improving behavior and skills</p> <p>Follows dress guidelines as outlined for the rotation including wearing name badge appropriately</p> <p>Models appropriate use of cell phone, social media, emailing or texting during patient care activities and clinical education</p> <p>Responds to pages, Voalte messages, email messages, and other correspondence from healthcare team, clerkship director/coordinator in a timely manner</p>
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Integrity	<p>Cheats on an exam or assignments</p> <p>Plagiarism / forgery of another's ideas, work, signature, etc.</p> <p>Falsification of attendance or reason for absence</p> <p>Reports elements of history or physical exam findings that they falsified or that are factitious</p> <p>Major violation of HIPAA guidelines, such as sharing protected patient information, social media postings, accessing patient records outside patient care</p>	<p>Inadvertently leaves inaccurate or unverified copied/pasted or templated history/physical exam in their report or note</p> <p>Commits incident representing a HIPAA threat, such as discussing patient in public place, misplacing patient list, leaving electronic device or paperwork unattended</p>	<p>Only reports and/or documents history and physical exam findings that they were present for or involved in obtaining, and recognizes when elements are missing</p> <p>Respects patient confidentiality and follows all HIPAA guidelines</p>
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Professionalism- procedures:

- Behavioral expectations and rubric/process are shared with students during Transitions and during every clerkship orientation.
- What are the implications of a “needs improvement”?
 - For most behaviors, each infraction will lead to a “needs improvement”.
 - Exceptions to this rule include ethical violations, where one infraction leads directly to failure. These behaviors are marked in bold on the professionalism rubric and are: cheating on exam or assignment, falsification of patient care data or personal attendance data, plagiarism and major HIPAA violations such as sharing protected patient information, social media postings, and accessing patient records outside patient care.
 - All “needs improvement” incidents are shared with OSAC. Students with > 1 “needs improvement” on one clerkship or across different clerkships will be evaluated by the Promotions Committee.
- How does “needs improvement” affect student grade on the clerkship?

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- A student with ≥ 1 “needs improvement” is no more eligible for Honors on that clerkship.
- A student with no “needs improvement” or 1 “needs improvement” is eligible for Near Honors on that clerkship. A student with > 1 “needs improvement” is not eligible for Near Honors on that clerkship.
- Initial infractions for the ethical violations highlighted in bold in the rubric (and listed in question 2) will immediately lead to clerkship failure.

4. How is the “needs improvement” process implemented?

- Clerkships need to work with their faculty and residents to make sure clinical teams understand this process and the expectations.
- If an infraction occurs, it should be immediately reported to the clerkship director and coordinator. The person witnessing the infraction is encouraged to provide the student with feedback, but the incident still needs to be reported to the clerkship coordinator/director.
- The student meets with the clerkship director or co-director in the presence of the clerkship coordinator to discuss the infraction, receive feedback, and formulate a remediation plan/commitment to not repeat the behavior. When possible, the person reporting the incident should be involved in providing the student direct feedback with the clerkship team. This is documented on the “needs improvement” form and the form is forwarded to OSAC (Dr. Shibli-Rahhal).
 - For infractions related to evaluation completion and Clerx documentation, and when these are identified after the end of the clerkship, the clerkship director may complete the “needs improvement process” via email communication. In doing so, the student must be offered the chance to present any extenuating circumstances as well as the option of an in-person discussion.
- If the clerkship director/co-director cannot meet with the student in a timely fashion after an infraction is reported, Dr. Shibli-Rahhal will assume that role (in the presence of the clerkship coordinator and- if possible- the person reporting the incident).
- The same process applies to behaviors that lead to clerkship failure, where feedback is provided, and the student is informed of their failing grade. OSAC is to be immediately informed and will reach out to the student regarding next steps.

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