

GUIDANCE FOR COMPLETING THIS REPORT OF CONCERN (ROC)

Thank you for taking the time to do this. These forms have been a way of getting help to students who need it and making sure students don't slip through the cracks. Submission triggers an exploratory conversation between the student and their student affairs dean. Many professionalism issues relate to underlying stressors or health issues, and the main goal is to get the student the help and support they need.

A single, isolated Report of Moderate Concern carries no significant, long-term consequences for the student. Such an instance involves a lapse in professionalism that needs to be acknowledged but does not threaten academic advancement. These usually involve missing deadlines, or not showing up as required. Multiple Reports of Moderate Concern are more worrisome.

Reports of High Concern are in response to a significant lapse that calls into question the student's trustworthiness, integrity, morality, or their ability to provide patient care or function on a medical team. These situations require careful review, education, longitudinal coaching by dedicated faculty, and monitoring by the phase appropriate promotions committee.

Notifying the Student

We ask you to let the student know you are submitting a Report of Concern. This allows the student to clarify concerns and also to submit their own comments. When notifying a student, we hope to convey that:

- The student's behavior was concerning.
- This is not a global condemnation of who the student is as a person.
- You are submitting the ROC because you care and want this student to succeed.

If you are emailing the ROC to a student, we found it is best to make the above information explicit. Here is an example:

Dear _____

I am writing to let you know that I am submitting a Professionalism Report of Concern because _____. This behavior doesn't meet DUCoM Professionalism Standards as listed in the Student Handbook.

I'm concerned about it and above all I want you to succeed. Submitting this Report to Student Affairs is not a judgment of you as a person, but a response to a specific behavior. It will lead to an opportunity for a conversation between you and your Student Affairs Dean about what happened. Note that there is a place on the form for you to add your own comments and forward them to your Student Affairs Dean.



Report of Concern for Unprofessional Behavior

Name of Student: _____

Date of Record: _____

Name of Individual Making Report: _____

Department: _____ Phone: _____ Email: _____

Based on my personal observation and/or discussion with others, this student needs assistance in one or more of the following areas (circle all that apply):

1. Trustworthiness

- a. Act at all times in an ethical, responsible, and dependable manner
- b. Conduct oneself in accordance with the Drexel University College of Medicine Honor Code
- c. Maintain an honest approach to all activities

2. Reliability and Responsibility

- a. Complete all assigned tasks in a timely and responsible manner
- b. Arrive on time for scheduled activities and notify appropriate individual for missed activities
- c. Attend classes and other academic activities for their full duration and prepare appropriately for them
- d. Respond promptly to faculty or administration when contacted personally or electronically
- e. Admit errors and accept responsibility for one's own actions
- f. Respond appropriately to others' unprofessional or unethical behaviors
- g. Demonstrate self-motivation and accountability for one's own learning

3. Self-Awareness

- a. Demonstrate ability to identify and address areas of deficiency in one's own learning performance
- b. Accept supportive and constructive feedback and modify behavior accordingly
- c. Project a professional image through manner, dress, and communication (including electronic)
- d. Maintain composure during difficult interactions
- e. Monitor and compensate for personal biases that may interfere with professional duties
- f. Request help from appropriate support resources when needed
- g. Attend to one's own well being

4. Team-Building and Communication

- a. Support communication, trust and accountability among team members
- b. Acknowledge the value of other members of the health care team in providing patient-centered care
- c. Treat fellow students, co-workers, faculty, administrators and staff with respect and sensitivity
- d. Provide supportive and constructive feedback to peers when appropriate
- e. Manage conflicts in a collegial manner

5. Patient-Centered Care

- a. Meet all clinical responsibilities
- b. Demonstrate respect, integrity, compassion and responsibility toward patients, even under difficult circumstances
- c. Refer to patients in a respectful and non-judgmental manner
- d. Maintain confidentiality of patient information
- e. Acknowledge limits of personal knowledge and skills within clinical setting
- f. Take on extra work when appropriate for the benefit of the patient
- g. Ensure that coverage for patients is provided for patients when unable to fulfill responsibilities
- h. Ensure that coverage for patients is provided for patients when unable to fulfill responsibilities

6. Other: _____

Details of Incident/Behavior: ☐ Attachment(s) provided.

Comments and Recommendations for change:

Please select one of the following:

- ☐ **Moderate level of concern.** Recommend counseling by the Associate Dean for Student Affairs or designee.
- ☐ **High level of concern.** Recommend assessment for professionalism review, monitoring, or other action.

☐ I have discussed this report with the student

Signature of Individual Making Report

Date

This portion to be completed by Student

☐ I have read this evaluation and discussed with the appropriate faculty or staff

Student Signature

Date

My comments are:

Send completed form to: The medical student with a cc to Medical Student Affairs medstudentaffairs@drexel.edu for Philadelphia and Regional Medical Campus students or wrmedstudentaffairs@drexel.edu for West Reading students.