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# PharmD Student Professionalism Code and Processes

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## PROFESSIONALISM AND THE PRACTICE OF PHARMACY

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All members of the UA CoP, including students, share collective responsibility for creating and maintaining an educational environment that promotes professionalism. A set of principles that include respect, integrity, service, responsibility, patient-centered care, and pursuit of excellence provide a foundation for the development of professionalism in academic, professional, and administrative settings.

Students are responsible for conducting themselves in a professional manner and in compliance with University rules and policies. The UA has established policies and procedures (<http://policy.arizona.edu>) in order to advance the mission of the University by maintaining a safe and secure learning environment, protecting the rights and privileges of all members of the University community, providing a basis for orderly conduct of the affairs of the University, promoting a positive relationship between the University and its surrounding community, preserving institutional integrity and property, encouraging students to engage in conduct that brings credit to themselves and the University, and ensuring that each student who matriculates at the University graduates ready to contribute as a professional to society, as an ethical and law-abiding citizen. Students must also seek clarification of any policies that are unclear to them. Concerns about any UA CoP or University policy should be brought to the appropriate individuals in the Office of Student Services.

**Professionalism is fundamental to the practice of pharmacy.** This document describes the standards of professionalism critical to the education and development of University of Arizona College of Pharmacy (UA CoP) PharmD graduates. Our goal at the UA CoP is to help develop leaders and effective team members in health care and lifelong professionals in pharmacy practice. The privilege and responsibility of the profession of pharmacy is to selflessly serve humanity, follow state and federal laws, rules, and regulations with regards to the pharmacy profession, and promote the public health and welfare. Given such important privilege and responsibility, student pharmacists are expected to present and conduct themselves in a manner commensurate with a healthcare professional.

One of the main education outcomes for accredited Doctor of Pharmacy programs is “Personal and Professional Development.”<sup>1</sup> Here, an accredited program “imparts to the graduate the knowledge, skills, abilities, behaviors, and attitudes necessary to demonstrate self-awareness, leadership, innovation and entrepreneurship, and **professionalism.**”

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<sup>1</sup> Accreditation Council for Pharmacy Education. Accreditation standards and key elements for the professional program in pharmacy leading to the Doctor of Pharmacy degree, Standards 2016. <https://www.acpe-accredit.org/pdf/Standards2016FINAL.pdf>.

## THE PLEDGE OF PROFESSIONALISM

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The pharmacy student's ***Pledge of Professionalism*** is as follows<sup>12</sup>:

As a student of pharmacy, I believe there is a need to build and reinforce a professional identity founded on integrity, ethical behavior, and honor. This development, a vital process in my education, will help ensure that I am true to the professional relationship I establish between myself and society as I become a member of the pharmacy community. Integrity must be an essential part of my everyday life and I must practice pharmacy with honesty and commitment to service.

***To accomplish this goal of professional development, I, as a student of pharmacy, should:***

**DEVELOP** a sense of loyalty and duty to the profession of pharmacy by being a builder of community, one able and willing to contribute to the well-being of others and one who enthusiastically accepts the responsibility and accountability for membership in the profession.

**FOSTER** professional competency through life-long learning. I must strive for high ideals, teamwork and unity within the profession in order to provide optimal patient care.

**SUPPORT** my colleagues by actively encouraging personal commitment to the Oath of Maimonides and a Code of Ethics as set forth by the profession.

**INCORPORATE** into my life and practice, dedication to excellence. This will require an ongoing reassessment of personal and professional values.

**MAINTAIN** the highest ideals and professional attributes to ensure and facilitate the covenantal relationship required of the pharmaceutical caregiver.

The profession of pharmacy is one that demands adherence to a set of rigid ethical standards. These high ideals are necessary to ensure the quality of care extended to the patients I serve. As a student of pharmacy, I believe this does not start with graduation; rather, it begins with my membership in this professional college community. ***Therefore, I must strive to uphold these standards as I advance toward full membership in the profession of pharmacy.***

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<sup>2</sup> American Pharmaceutical Association Academy of Students of Pharmacy/American Association of Colleges of Pharmacy Council of Deans (APhA-ASP/AACP-COD) Task Force on Professionalism; June 26, 1994.

## **CONDUCT AND THE TENETS OF PROFESSIONALISM**

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The **UA Student Code of Conduct** is used as the UA CoP foundation for standards and policies, of which students are required to comply. If there is a possible violation of the of the UA CoP Professional Code, which includes the UA Student Code of Conduct, the processes in responding to it is a combined effort of faculty/staff involved (if applicable), the Office of Student Services, the Professionalism Committee and Professionalism Advisory Council and the student. This effort includes notification of violation, review of violation and if applicable, pattern of unprofessional behavior, sanction determination, and appeal. As a supportive community, we may also recognize exemplary professionalism (e.g., a faculty member recognizes a given scenario of an individual demonstrating model professionalism) in the form of communication to the individual by Office of Student Services.

**Pharmacy students do not become professionals solely by graduating from a pharmacy school. Becoming a professional is a lifelong commitment to those you will serve as a future pharmacist, this commitment begins with your education and training in the PharmD program.**

The UA CoP expects students to apply the following five **tenets of professionalism**<sup>3</sup> as this will support personal and professional development throughout their coursework, professional activities, and practice experiences as they transition into practicing members of the pharmacy profession:

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### **TENET 1 - ALTRUISM.**

*“Make an unselfish commitment to serve the best interests of the patient above your own...”*

- Recognize that the patient is the top priority – their well-being should come above anything else
- Give unselfishly your time and service, placing what is in the best interest of the patient above all else
- Actively listen, be patient, and be compassionate

### **TENET 2 - HONESTY AND INTEGRITY.**

*“Display honesty and integrity in all that you do...”*

- Practice honesty and integrity in all that you do and wherever you are, in all settings, from classroom to bedside
- Displaying proper behavior and personal integrity is fundamental
- Maintain academic honesty

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<sup>3</sup> American College of Clinical Pharmacy. Tenets of Professionalism for Pharmacy Students. *Pharmacotherapy* 2009; 29(6): 757-759.

**TENET 3 - RESPECT FOR OTHERS.**

*“Treat others as you would want to be treated...”*

- Hold in high esteem others’ feelings, needs, thoughts, and opinions
- Consistently demonstrate respect for others including faculty, staff, fellow students, preceptors, patients and their families, guests to the college, etc.
- Practice empathy, compassion, and respect as a representative of the pharmacy profession

**TENET 4 - PROFESSIONAL PRESENCE AND STEWARDSHIP.**

*“Instill trust through professional presence...”*

*“Actively participate and engage in school, organizations, and other worthwhile endeavors in the profession of pharmacy...”*

- You are not only a member of the UA CoP community, but also the profession of pharmacy as a whole
- Professional attitude, behavior, and appearance should be maintained in any setting where one represents the UA CoP and/or profession of pharmacy – the classroom, practice experiences (e.g. health fairs, rotations, internships), professional meetings/conferences, etc.

**TENET 5 - DEDICATION AND COMMITMENT TO EXCELLENCE.**

*“Strive for excellence and assume responsibility for your learning and professional development...”*

- Accept and embrace the ultimate responsibility for your learning and self-development in and out of the classroom
- Be proactive and seek guidance and mentoring to become the best professional you can

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As a future health care professional, it is expected that one carries out professional responsibilities, demonstrates compassion, adheres to ethical principles, and are sensitive to diverse patient populations. Professionalism includes demonstration of respect for others, including patients, families, and professional colleagues, and advocates for improving access to care for everyone. Professionalism exemplifies character that exhibits:

- Compassion, integrity, and respect for others
- Respect for patients’ autonomy, privacy, and dignity
- Respect for patients’ race, sex, ethnicity, culture, ability, disability, socioeconomic status, education level, language, religion, spiritual practices, sexual orientation, gender identity, geographic region, age, country of origin, education and genetics
- Integrity, reliability, dependability, truthfulness in all interactions with patients, their families and professional colleagues
- A responsiveness to patient’s needs and society that supersedes self-interest
- The skills to advocate for improvements in the access of care for everyone, especially vulnerable and underserved populations

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- A commitment to excellence and on-going learning, recognizing the limitations of their personal knowledge and abilities, and the capacity to effectively address their own emotional needs
- Knowledge of and a commitment to uphold ethical principles
- An understanding of and respect for the contributions of other health care disciplines and professionals, and appropriate participation, initiative and cooperation as a member of the health care team

***The following behaviors are examples of lapses of professionalism and thus, violations of the UA CoP Professional Code (note: this is not an all-inclusive list):***

- Disrespectful and/or disruptive behavior
- Falsifying attendance including reported hours
- Cheating
- Non-compliance with practice experience onboarding processes and requirements including health related requirements
- Unprofessional behavior at or while traveling to and from meetings/conferences
- Unprofessional representation in the setting of pharmacy practice, the University, and/or on social media when representing the UA CoP or wearing UA CoP attire
- Not acting in the best interest of a patient, for example:
  - Failing to report an error in treatment/care
  - Failing to demonstrate sensitivity to the needs, values, or perspectives of patients, family members, or caregivers
  - Failing to respect patient privacy, comply with confidentiality or privacy laws (i.e. HIPAA)
  - Providing care in an unsafe or harmful manner
- Failing to adhere to commitments without notification and acceptable justification
  - Failure to show to student development and co-curricular events
  - Failure to show to meetings with faculty or staff
- Disrespectful behavior and communication (verbal, written, and/or threatening)

## **ACADEMIC INTEGRITY**

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The **UA Student Code of Academic Integrity** is used as the UA CoP foundation for standards and policies, of which students are required to comply. If there is a possible violation of the Code of Academic Integrity, the processes in responding to it is a combined effort by a given instructor, student, and the Office of Student Services.

**As a reminder, one of the tenets of professionalism for pharmacy is related to academic honesty and integrity:**

### **TENET 2 - HONESTY AND INTEGRITY.**

*“Display honesty and integrity in all that you do...”*

- Practice honesty and integrity in all that you do and wherever you are, in all settings, from classroom to bedside
- Displaying proper behavior and personal integrity is fundamental
- Maintain academic honesty

As such, suspected violations of academic integrity may also violate UA CoP Professionalism Code and may be reviewed as cases of lapse in professionalism by the Office of Student Services, Professionalism Committee and/or Professional Advisory Council.

## **COMMUNICATING VIOLATIONS OF CODE**

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### **STUDENTS**

***If a student identifies a violation of the Code of Academic Integrity, should complete and submit an online, PROFESSIONALISM CONDUCT FORM:***

<https://www.pharmacy.arizona.edu/professional-conduct-comment-form>

***If a student identifies lapses in or exemplary professionalism, should complete and submit an online, PROFESSIONALISM CONDUCT FORM:***

<https://www.pharmacy.arizona.edu/professional-conduct-comment-form>

### **FACULTY AND STAFF**

***If a faculty or staff member identifies a violation of the Code of Academic Integrity, should complete and submit an online, form to report a violation to Dean of Students:***

<https://deanofstudents.arizona.edu/student-rights-responsibilities/reporting-violation>

***If a faculty or staff member identifies lapses in or exemplary professionalism, should complete and submit an online, PROFESSIONALISM CONDUCT FORM:***

<https://www.pharmacy.arizona.edu/professional-conduct-comment-form>

## **PROFESSIONALISM ADVISORY COUNCIL (PAC)**

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### **Purpose:**

The goal of the Professionalism Advisory Council (PAC) is to instill and maintain a culture of professionalism, honor, and academic integrity at the University of Arizona College of Pharmacy (UA CoP). The Professionalism Committee and PAC is responsible for administering the process for determining responsibility for alleged infractions of the Professionalism Code, as set forth in this document. This includes investigating reported infractions and conducting hearings. In addition, the Advisory PAC is responsible for ensuring that the Professionalism process remains vital and responsive. The PAC, an extension of the Professionalism Committee, is responsible for identifying issues and trends surrounding the Professionalism Code and the hearing processes.

### **Council Composition:**

The UA CoP Professionalism Committee developed the processes for the PAC. This Council consists of 13 members, 10 of which are voting members.

- Assistant Dean of Students (ex-officio)
- Chair of Professionalism Committee (ex-officio)
- Technical Advisor (ex-officio)
  - Administrative role
  - Material distribution and collection for PAC members for Case Review, Assistant Dean of Students, Chair of Professionalism Committee
- 6 faculty members (representation from both academic departments)
  - 2-year service term
  - Appointed by the Assistant Dean of Student Services and Chair of Professionalism Committee
- 4 fourth year PharmD students
  - 1-year service term

### **Appointment of PAC members:**

- Faculty members:
  - Appointed by Chair of Professionalism Committee and Assistant Dean of Student Services, with guidance from Department Heads
- Student members:
  - Nomination – student members can be nominated by faculty, staff, and fellow students or students may self-nominate
  - Nominated candidates will vetted by Office of Student Services, college faculty and staff
  - Candidates that are deemed acceptable for service will be asked to submit a statement of interest (maximum 200 words) describing why they are interested in serving

- Professionalism Committee to appoint student members

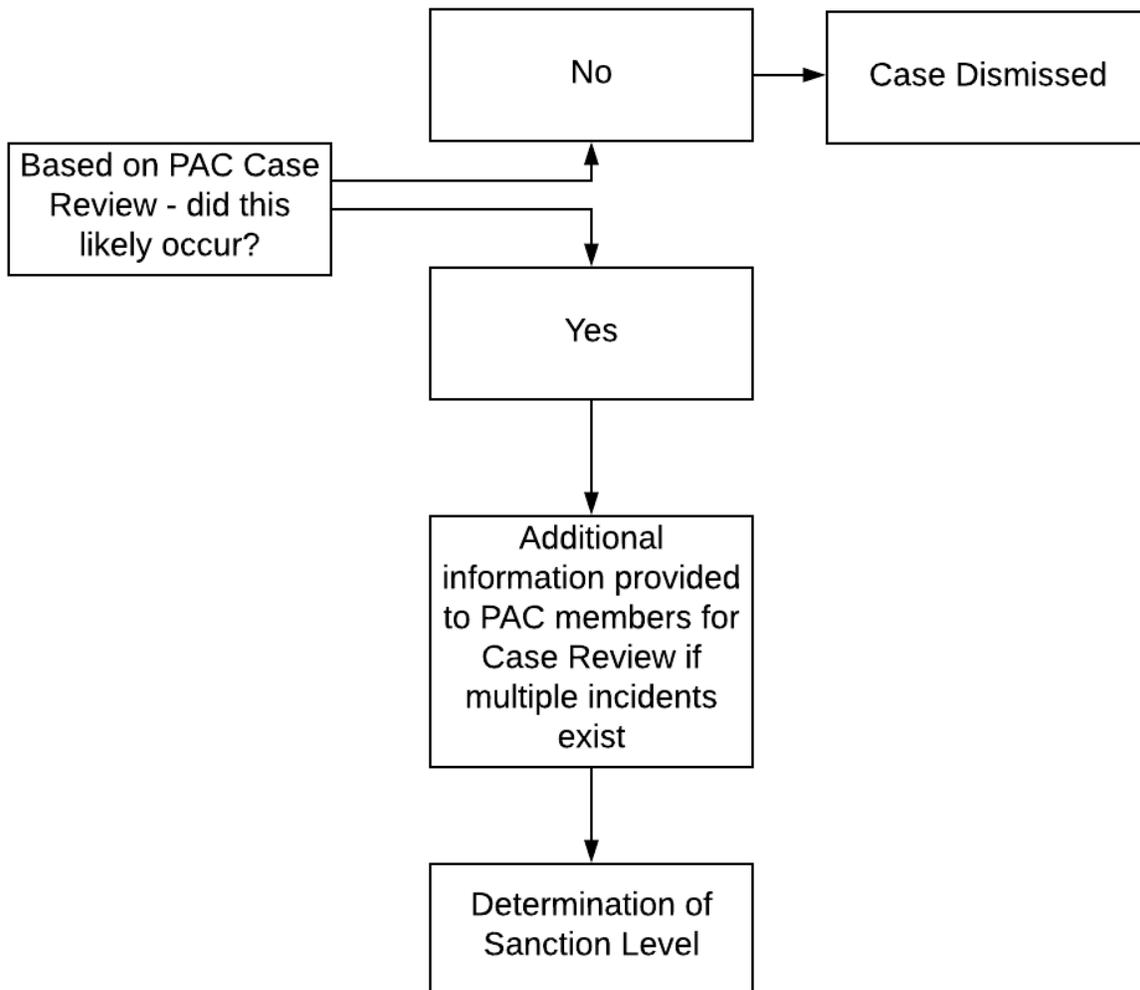
**Removal of PAC Members:**

- A Student Member who leaves UA for any reason, misses a meeting or assigned hearing in an academic year without an appropriate excuse (as determined by the Assistant Dean of Student Services), fails to undergo PAC training, is placed on professional and/or academic warning or probation, or is found to have violated the Professionalism Code, will be automatically removed from the PAC.
- Further, any PAC member can be removed from the PAC by a two-thirds majority vote of the PAC.
- The Dean, in agreement with a given faculty member's Department Heads, may remove any faculty member from the Council.

**Case Review by PAC:**

- Cases submitted to the Professionalism Committee (via the Professionalism Conduct Comment Form) will be reviewed by the Office of Student Services and when deemed necessary for review, moved to the PAC for Case Review
  - Examples of cases that are exempt from PAC review
    - Title IX items – deferred to Dean of Students, Main Campus
    - Non-appealed academic integrity code violations
    - Exemplary professionalism – positive recognition by Assistant Dean of Student Services and Chair of Professionalism Committee
- PAC members for Case Review: the Assistant Dean of Student Services and Chair of Professionalism Committee will select 3 members of the Council to review after Conflict of Interest (COI) screening and availability of Council members
  - 2 faculty members
  - 1 student members
- Screening for possible COI for Case Review: the Assistant Dean of Student Services and Chair of Professionalism Committee will review a given case for any possible conflicts of interest (COI) of PAC members and students involved in a given case pending review
  - Identify of alleged involved parties will be released to the PAC members for Case Review and asked of any possible COI
  - PAC members for Case Review availability will also be assessed
- Case Review Preparation Process
  - Material Distribution: documents related to Case will be signed out to the PAC members for Case Review approximately 72 hours prior to Case Review date. All materials are required to be signed back in by end of Case Review session.
- During Case Review
  - Individual who submitted the Report will have a chance to present their concerns to PAC members for Case Review

- Then, the responding person will be given a chance to respond and present to PAC member for Case Review.
- PAC members for Case Review will have opportunity to ask questions of the parties involved in the case.
- Questions from either party are to be written and provided to the PAC members for Case Review, who will determine if the question(s) will be asked.
- Following presentations and questions, the presenting parties are excused.
- Based on information provided, the PAC members for Case Review will determine whether it is more likely than not that a violation of Professionalism Code occurred. If a violation is found to have occurred, the council will provide a recommendation for an appropriate sanction to the Assistant Dean of Student Services.  
**See figure below.**



## **SANCTIONS FOR VIOLATIONS**

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Sanctions will only be considered after a finding that a violation was more likely than not to have occurred. Aggravating and mitigating factors will be considered only after a violation is determined.

Please note that rotation-specific sanctions could also be given, depending on site policies and/or preceptor discretion. These sanctions would be independent of those given by the PAC.

For violations of the **Professionalism Code**, sanctions will depend on PAC Case Review and findings, including history of previous violations. Sanctions resulting from violation(s) may include any of the following:

- **Level 1:**
  - Removal from officer position/leadership (for 1 year), plus
  - Ineligibility for merit scholarship and/or award (for 1 year following misconduct), plus
  - Ineligibility for travel funding (for 1 year)
- **Level 2:**
  - Level 1 (but for program duration), plus
  - Removal of professional development funds for duration of program, plus
  - Ineligibility for participation in white coat and/or graduation ceremony(ies) (P3-P4)
- **Level 3A:**
  - Suspension from PharmD program\*
- **Level 3B:**
  - Separation/dismissal from PharmD program\*

\*3A vs 3B will be based on case review and PAC recommendation to Assistant Dean of Student Services

For violations of the **Code of Academic Integrity**, sanctions will depend on PAC Case Review and findings, including history of previous violations. Sanctions resulting from violation(s) may include any of the following:

- **Level 1:**
  - Zero for item (e.g., assignment, quiz, exam), plus
  - Removal from officer position/leadership (for 1 year), plus
  - Ineligibility for merit scholarship and/or award (for 1 year), plus
  - Ineligibility for travel funding (for 1 year), plus
  - Possible letter grade drop for course\*\*
- **Level 2:**
  - Level 1 (but for program duration for officer position/leadership, merit scholarship and/or award), plus
  - Maximum grade for course of “C”, at discretion of PAC review, plus
  - Transcript notation for academic integrity, plus
  - Removal of professional development funds for duration of program, plus
  - Ineligibility for participation in white coat and/or graduation ceremony(ies) (P3-P4), plus
- **Level 3A:**
  - Suspension from PharmD program\*
- **Level 3B:**
  - Separation/dismissal from PharmD program\*

\*3A vs 3B will be based on case review and PAC recommendation to Asst Dean of Student Services

\*\*automatic “C” or “E” for course will be based on case review and PAC recommendation to Assistant Dean of Student Services

## **STUDENT GUIDANCE / RESOURCES**

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The following are suggested resources regarding questions and/or concerns you may have in various areas during your tenure at UA CoP as a student:

- Specific class session
  - Specific class instructor first
  - If unresolved, see course coordinator
- A course (in general)
  - Course coordinator
  - If unresolved, see UA CoP Office of Student Services
- Rotation/practice experiences
  - Preceptor, if appropriate
  - Director of Experiential education, if appropriate
- Health fairs
  - Student coordinator and health fair advisor
  - If unresolved, see UA CoP Office of Student Services
- Unprofessional behavior of fellow students, faculty, staff
  - UA CoP Office of Student Services
- Various student assistance items (e.g., health [physical, behavioral/mental], social adjustment, relationship issues)
  - UA CoP Office of Student Services
  - UA Dean of Students:
    - <https://deanofstudents.arizona.edu/student-assistance/students/student-assistance>
    - <https://deanofstudents.arizona.edu/policies-codes>
  - UA Program for Mental Health Wellness: <https://diversity.uahs.arizona.edu/mental-health-wellness>
  - Accommodations for disabilities: <https://drc.arizona.edu>