

BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

STANDARD OPERATING PROCEDURES

Professionalism Coaching		SOP #: SA.029.01
Effective Date	08.30.2022	
Last Revision/Review	05.06.2024	

1. Purpose

To outline and define the processes by which to assist with the development of professionalism skills in students and/or provide accountability to the students for such identified behavior that is counter to acceptable professional behavior in healthcare and at Burrell College of Osteopathic Medicine. This Standard Operating Procedure aligns with SOP# SA.015.06.

2. Related Policy/Authority

BCOM SOP – SA.015.06
BCOM Policy B5001 - Code of Professional Conduct
BCOM Policy B7520 - Consensual Relationships
Student Handbook and Course Catalog
Student Clerkship Manual
Class Honor Codes

3. Faculty/Staff Responsibilities

Professionalism Coach is responsible for working one on one with students that have at least one of the following:

- Received a comment on the evaluation describing a professionalism concern regardless of the score on the evaluation;
- The RAD or Course/Clerkship Director has received a concern via conversation or email regarding a student's behavior/attitude and refers the concern to the Office of Clinical Education who then may refer the student to Professionalism Coach;
- The Student Conduct and Professionalism Committee has determined that working with a Professionalism Coach is the best next step for a student (can be recommended or required);
- Any faculty member who is concerned regarding the professional behavior/attitude of a student can refer the student to the Office of Student Affairs. The Office of Student Affairs can then refer the student to the Professionalism Coach; and,
- Any student facing a professionalism challenge may request time with the Professionalism Coach by contacting the Office of Student Affairs for a referral.

4. Definitions/Abbreviations

Professionalism Coach – an individual that may be assigned to work with students with the goal of improving professional behavior. Coaching is a non-punitive resource for facilitating the professional growth of medical students in any year of training. While coaching is not punitive there may be tasks assigned, such as but not limited to strategies to mitigate tardiness, organization strategies, and reflections.

5. Procedural Steps

1.1 Assignment of the Professionalism Coach

The Professionalism Coach will work closely with the Office of Student Affairs, Office of Pre-Clinical Education, and the Office of Clinical Education to identify students that would benefit from working

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one on one with a Coach to facilitate growth in professional behavior. The focus of coaching is on education.

1.2 Referral

Any faculty member, preceptor, or RAD may recommend a student meet with the Professionalism Coach via the Office of Student Affairs or designee. The referrer should notify the Assistant Vice President of Student Affairs of professionalism concerns via email, in person, or via phone. The Assistant Vice President of Student Affairs may arrange a preliminary meeting to gain an understanding of the situation/concern. At the discretion of Student Affairs, SOP SA.015.06, Student Conduct Violation Investigation will be followed. If it is determined the student needs to meet with a Professionalism Coach, the steps identified in Action Planning will be followed.

1.3 Action Planning

A meeting will be scheduled by the Professionalism Coach. A coordinator or Student Affairs representative will attend the initial meeting (as deemed necessary). The Professionalism Coach will contact the student via Burrell email within one business day of the referral to schedule a mutually agreeable time to meet. The Professionalism Coach will follow-up with a phone call if the student does not respond within one business day of sending the initial email.

The Professionalism Coach and student will discuss the concern. The student will be provided the opportunity to discuss the scenario from his/her perspective without retaliation. At the conclusion of the initial meeting the Professionalism Coach in partnership with the student will determine the next steps which may include (the list below is not exhaustive);

- a. develop an action plan to address the behavior and will be maintained by the Professionalism Coach
- b. strategies to address organization, tardiness, and absences.
- c. reflection on behaviors

The Professionalism Coach may utilize a variety of tools to facilitate growth including but not limited to reflections, reading, and/or assessment tools.

2.1 If the student continues to exhibit unprofessional behavior the Student Affairs Department will be informed. In collaboration with the Professionalism Coach, the two parties will determine the next steps which may include:

- a. 2.1.1 Continued work with Professionalism Coach to develop a new action plan that addresses the continuing unprofessional behavior; and/or
- b. 2.1.2 Escalation to the Student Conduct Violations Investigation and Disciplinary Review Procedure (see SOP # SA.015.06).

3.1 Required vs. Recommended Sessions

During the investigation, the Professionalism Coach will work with the Assistant Vice President of Student Affairs to determine if coaching should be required or recommended.

A student may request to work with the Professionalism Coach to enhance their readiness for the next stage in their professional career. These sessions will not be required.

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- a. If a student is assigned to work with the Professionalism Coach by the Student Conduct and Professionalism Committee, the sessions will be required. Any missed sessions without notice will be considered additional incidents of unprofessional behavior and will be reported to the Student Affairs Department.

4.1 After the Professionalism Coach meets with the student, the PC will provide a completed form with a summary about the coaching session(s).

6. Reports/Charts/Forms/Attachments/Cross References

The Professionalism Coach will work with students and will maintain a summary of each meeting. A summary of the session will be provided to the requester as well as the Office of Student Affairs

7. Maintenance

The SOP will be reviewed by the Professionalism Coach annually. The recommended revisions will be reviewed by the Office of Pre-Clinical Education and the Office of Clinical Education. Recommendations for change will be approved by the Assistant Vice President of Student Affairs.

8. Signature

Approved by	05.06.2024
Assistant Vice President of Student Affairs	Date

9. Distribution List

Internal/External

10. Revision History

Revision Date	Subsection #	Summary of Changes	New/Cancellation/Replacement Procedure? (if applicable)	Approval Date
05.11.2023	1.3	Changed Educational Specialist to Student Affairs Representative		05.11.2023
05.11.2023	All	Changed Department Head of Student Affairs to Assistant Vice President of Student Affairs		05.11.2023