

Process: Student Issues in Base Hospitals/Clinical Training Sites during the Clerkship Program

I. Objectives:

- a. Ensure that student issues during the Clerkship Program are identified and addressed in a consistent manner across Base Hospitals/Clinical Training Sites.
- b. Provide resources (including College representatives) to assist Directors of Medical Education (DME) in addressing student issues.
- c. Ensure that relevant stakeholders at the College and Base Hospital/Clinical Training Site are involved and/or advised in the process.

II. Expected Timeline:

- a. The process, from the time of initial report of a student issue to the time of resolution, should be completed within 30 days.

III. Process:

- a. Base Hospital/Clinical Training Site
 - i. Student issue reported to Medical Education Office/DME.
 1. Issue investigated by DME with appropriate physicians/nurses/house staff/staff.
 2. Written report of the nature of the issue provided to DME by physicians/nurses/house staff/staff.
 - ii. DME notifies MSUCOM Associate Dean/Student Services.
 1. DME reviews list of unprofessional/unethical behaviors where the DME must notify the MSU Associate Dean/Student Services prior to investigation as described in Section II.a.i above (see Section IV below)
 2. Provides Associate Dean/Student Services with copy of report and results of investigation.
 - iii. Associate Dean/Student Services reviews the report, shares it with the Director of Clerkship Curriculum, and confers with DME.
 1. Decides if case is/should be resolved at hospital level or needs further investigation.
 2. If case is resolved, the decision will be communicated in writing and personally (if possible), to the student in a timely fashion by the Associate Dean/Student Services and/or the DME.
 3. The written communication will become part of the student academic record.

b. College

- i. If further investigation needed:
 1. Associate Dean/Student Services discusses the report and findings (from any Base Hospital/Clinical Training Site) with the Director of Clerkship Curriculum, Assistant Dean Southeast Michigan or Clerkship Director for Psychiatry.
 2. The DME, and the Director of Clerkship Curriculum, Assistant Dean Southeast Michigan or Clerkship Director for Psychiatry, meets with the student to discuss the report and nature of the issue.
 3. At the end of the meeting an MSUCOM "Clerkship Incident Report Form" is completed summarizing the meeting with the student and includes the following information:
 - a. The date, time, place, and nature of the issue.
 - b. Whether the issue is resolved, and if so, are there any recommendations for the student to meet, or is further action by the College requested.
 - c. Signatures of all participants in the meeting.
- ii. The completed form is sent to the Associate Dean/Student Services for review.
- iii. Associate Dean/Student Services will send the completed form, if appropriate, to the appropriate MSUCOM Clinical Chairperson (and/or his/her Faculty Representative), or the Instructor of Record, for review.
 1. The MSUCOM Clinical Chairperson can accept the form as written, request further information from all parties involved and/or suggest alternative recommendations.
- iv. After review by the MSUCOM Clinical Chairperson (and/or his/her Faculty Representative) or Instructor of Record, the Associate Dean/Student Services may request consultation with the DME, Director of Clerkship Curriculum, Assistant Dean Southeast Michigan or Clerkship Director for Psychiatry and MSUCOM Clinical Chairperson (and/or his/her Faculty Representative) to clarify recommendations, if given, to insure that they meet College and University policies.
- v. The Associate Dean/Student Services may request a meeting with the student to clarify any items on the form and discuss process if further action by the College is requested.
- vi. The Associate Dean/Student Services will decide if the case is resolved or needs further action by the College.
- vii. If case is resolved, the decision will be communicated in writing and personally (when possible), to the student, Director of Clerkship Curriculum, Assistant Dean Southeast Michigan or Clerkship Director for Psychiatry, appropriate MSUCOM Clinical Chairperson (and/or his/her Faculty Representative) or Instructor of Record and the DME in a timely fashion by the Associate Dean/Student Services.
- viii. The written communication will become part of the student academic record.

- c. If further action by the College is appropriate, and based on the nature of the issue, the Associate Dean/Student Services will refer the case, and all materials received, to one of the following for adjudication according to MSUCOM and MSU policies (i.e. “Policy for Retention, Promotion and Graduation” or “Medical Students Rights and Responsibilities.”
 - i. MSUCOM Committee on Student Evaluation
 - ii. MSUCOM College Hearing Committee
 - iii. MSUCOM Dean

IV. List of unprofessional/unethical behaviors where the DME must notify the MSUCOM Associate Dean/Student Services prior to investigation:

- a. **Academic Dishonesty** – This includes, but is not limited to plagiarism; copying exam answers from other students, with or without their knowledge or consent; providing answers to another student; acquiring and using in any way a secured exam answer key; taking an exam on behalf of another student and subsequently submitting it under that student’s name; falsifying academic records, medical records or evaluation forms; inappropriate use of technology.
- b. **Disrespect and Inappropriate Care for Patients** – Deliberately acting or permitting others to act in ways which would endanger the life or medical welfare of patients; failure to respect the well-acknowledged rights of patients and families or other caregivers (e.g., the rights of informed consent and confidentiality).
- c. **Disrespect and Inappropriate Interaction with Fellow Professionals** – Insulting or degrading other students, faculty or health professionals.
- d. **Knowledge of Peer Substance Abuse Problem** - When student becomes knowledgeable that a peer has a substance abuse problem or is functioning under the influence of drugs and/or alcohol it is the duty of the student to report it to their superior (e.g. Chief Resident or Attending, DME).
- e. **Disrespect for the Law and/or Policy** – Engaging in criminal activity or activity that violates College/hospital policies.
- f. **Violation of the American Osteopathic Association (AOA) Code of Ethics or Institutional Standards of Conduct** – Students shall also be bound by the other precepts of professional behavior contained within the AOA Code of Ethics and the institutions in which they rotate on services.
- g. **Inappropriate or Unprofessional Behavior** – This includes, but is not limited to alcohol and other substance abuse, intoxication, sexual harassment or abuse of others in word or deed.