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In order to assure that a student's education reflects both the standards of each profession and the unique Ignatian mission of Creighton University, the School of Pharmacy and Health Professions recognizes true professionalism as the integration of knowledge and skill with altruistic attitudes, values and behaviors. Therefore, the School of Pharmacy and Health Professions expects its students to develop the dispositions of competent and compassionate health care professionals, and requires that they behave in a manner that brings honor on their profession at all times. In keeping with this philosophy, the School faculty will act consistently and officially to guide students towards acceptable behaviors and to take corrective action in the event of repeated or serious infractions of expected professional conduct.

There are three actions by which a faculty member may address a student's professional behavior:

1. Citation for Exemplary Professional Behavior
2. Memorandum of Concern regarding Unprofessional Behavior
3. Citation for Unprofessional Behavior.

Upon personally witnessing or gaining knowledge of student behavior that is demonstrative of, or in conflict with that articulated in School and profession-based documents outlining expected behaviors, (e.g., professional code of Ethics, SPAHP Honor Code, SPAHP Examples of Professional Behaviors document), a faculty member may initiate one of the three actions identified above. Unprofessional behavior considered in this policy is that which falls short of academic or non-academic misconduct.

In the case of exemplary professional behavior, the faculty member may complete an **Exemplary Professional Behavior Citation** (see Appendix A), documenting the behavior. The completed form should be submitted to Assistant/Associate Dean for Academic Affairs, who will provide a copy to the student, the Awards Committee and to the student's advisor. The faculty member is encouraged to meet with the student to congratulate him/her.

In the case of perceived unprofessional behavior the faculty member should:

- 1) Provide a narrative in written or email form of his/her concern about the behavior to the student, indicate the consequence (Memorandum of Concern regarding Unprofessional Behavior or Professional Citation for Unprofessional Behavior) awarded or considered, and state whether a meeting (face-to-face, telephone or virtual) is required for further discussion. The student should be informed that s/he may request a meeting to discuss the issue.
- 2) Direct conversation addressing the behavior is preferred where feasible, and is intended to assist the faculty member to determine any further course of action, including:
 - a. A decision to discontinue any further action
 - b. Writing of a Memorandum of Concern Regarding Unprofessional Behavior to be placed in the student's academic file
 - c. Writing of a Citation for Unprofessional Behavior to be placed in the student's academic file
 - d. A decision to pursue charges of academic or non-academic misconduct.

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- 3) The faculty member is encouraged to also speak with the involved student(s) about professional formation and the potential impact of their behaviors on themselves and others (including the School, their profession, and patients). This conversation should serve to clarify student misconceptions about professionalism and/or as an early warning that a behavior or set of behaviors is viewed as unprofessional. Through this interaction, the faculty member should always strive to guide students to a more comprehensive understanding of professionalism and professional responsibility.
- 4) When addressing an issue of possible unprofessional behavior, before or after a meeting, or when a meeting is deemed not necessary, the faculty member is encouraged to contact the Assistant/Associate Dean for Academic Affairs to ascertain if previous events of unprofessional behavior involving the student have been documented. The number and content of previously-issued memoranda of concern, or citations for unprofessional behavior may be considered in decision-making on the course of action to be taken. This will also determine the level of involvement the student's academic advisor and the program faculty must have in the matter, if a decision is made to issue a Citation for Unprofessional Behavior.
- 5) If the faculty member decides that the unprofessional behavior warrants documentation at a level below a Citation for Unprofessional Behavior, s/he may elect to complete the Citation Form (available from the School's website) along with a memorandum to the student's file outlining his or her concerns regarding the behavior, proceeding as described in Appendix B. The **Memorandum of Concern regarding Unprofessional Behavior** should be sent to the Assistant/Associate Dean for Academic Affairs, who will provide copies to the student and the student's academic advisor. The academic advisor is encouraged to initiate further follow-up with the student, as appropriate. This memorandum is placed in the student file to be available for review by administrators or other faculty members seeking information prior to issuing a citation or memorandum for unprofessional behavior.
- 6) If the faculty member determines that a Citation for Unprofessional Behavior is warranted, s/he will complete the Citation Form (available from the School's website) as an **Unprofessional Behavior Citation**, proceeding as described below and in Appendix C.

Appendices:

- A. Citation for Exemplary Professional Behavior
- B. Memorandum of Concern regarding Unprofessional Behavior
- C. Citation for Unprofessional Behavior

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First Professional Behavior Citation

If the decision to levy a Citation for Unprofessional Behavior is made at the time of or subsequent to initial contact with the student, the faculty member shall review the incident/activity with the student immediately, or at another face-to-face, telephone or virtual meeting. The faculty member should explain why a citation for unprofessional behavior is being issued, and encourage reflection on professionalism and the importance of appropriate behavior. The faculty member shall provide the student with a copy of the Professional Behavior Policy or provide the link to the policy located on the School website as soon as possible. If the initial contact is via email, the communication should refer the student to the policy. The student's academic advisor may participate in any meeting upon invitation by the faculty member or student involved. The student is expected to attend any meeting called by the faculty member, as failure to comply with requests issued by faculty related to academic or professional issues is defined by School policy as academic misconduct. If the student refuses to meet with the faculty member, s/he will be required to meet with the Assistant/Associate Dean for Academic Affairs. Any lack of responsiveness on the student's part to meet with the faculty member as required by policy will be noted in the citation report and may lead to additional sanctions (e.g., another citation or disciplinary action for academic misconduct).

The student will be given a chance to respond to the citation in writing. The faculty member should sign the Citation. The student is also expected to sign the form to indicate that s/he has reviewed it and whether or not s/he agrees with its content. Refusal of the student to sign the Citation should be noted in the citation report and may lead to additional sanctions (e.g., another citation or disciplinary action). When feasible, the faculty member should provide the student with a copy of the signed form at the time it is issued and signed. The citation must be forwarded to the Assistant/Associate Dean for processing. It shall be the responsibility of the Assistant/Associate Dean for Academic Affairs to distribute copies of the citation as noted on the Citation form. If the faculty member is unable to provide the student with his/her copy of the signed form earlier, the Assistant/Associate Dean will include the student when disseminating copies to the appropriate parties.

Second Professional Behavior Citation

The above actions should be taken, and the student's academic advisor and/or the Assistant/Associate Dean for Academic Affairs must participate in any meeting(s) where the incident/activity is discussed.

Third Professional Behavior Citation

The Citation for Unprofessional Behavior should be completed as described previously, with one or more meetings held with the faculty member, the student, the academic advisor and/or the Assistant/Associate Dean. The matter is then referred to the Assistant/Associate Dean for Academic Affairs for further action. The Assistant/Associate Dean shall call and preside at a meeting of the program faculty to discuss the student's professional behavior history and determine an appropriate course of action. After reviewing the documented history and hearing from the student, the following motions shall come before the program faculty in the order listed:

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1. Levy a sanction of a **probationary event** (requires a 67% majority). In the determination of a student's standing within a program of the school, a probationary event earned as a result of unprofessional behaviors will function in an identical manner to one earned as a result of unacceptable academic performance.
2. Issue a written **reprimand** to the student which will become a part of the student's file (requires a simple majority).

If both of the above-stated motions fail, the action against the student is dismissed.

All subsequent citations of unprofessional behavior will go directly to the office Assistant/Associate Dean for Academic Affairs for handling through the program faculty. The student will appear before the program faculty, but any private meetings between the faculty member, student and academic advisor will be held only at the faculty member's discretion.

If a single or a second incident/activity of unprofessional behavior is deemed by any member of the faculty to be of sufficient severity to warrant programmatic intervention, the faculty member(s) may petition the Assistant/Associate Dean for Academic Affairs to call a meeting of the program faculty for the purpose of hearing the case. In that event, the Assistant/Associate Dean for Academic Affairs will consult with the Department Chair(s) before rendering a decision on whether to put the behavioral issue before the program faculty prior to a third offense. In such cases, the faculty action would proceed in the same manner as a third event of Citation for Unprofessional Behavior.

Any action taken by the program faculty to issue an official reprimand or levy a probationary event is not open to appeal within the School or University.

Approved by Bylaws, Policies and Procedures Review Committee on 6/28/10

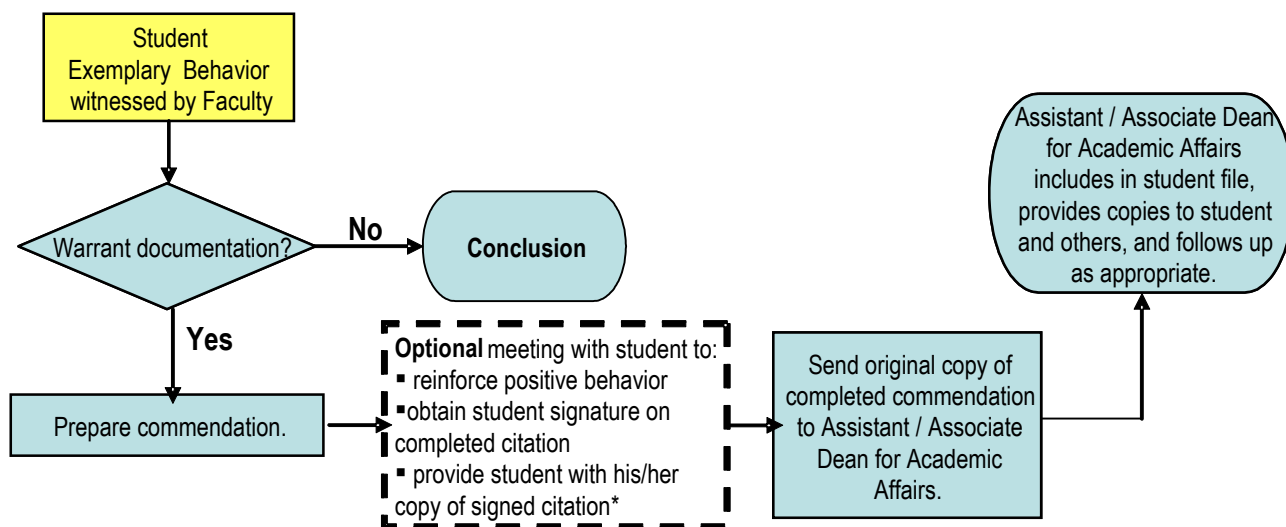
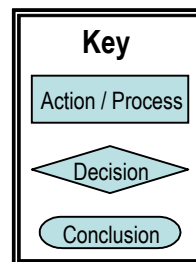
Approved by School Faculty on 10/12/10

Approved by Bylaws, Policies and Procedures Review Committee on 9/12/2016

Approved by School Faculty on 9/27/2016

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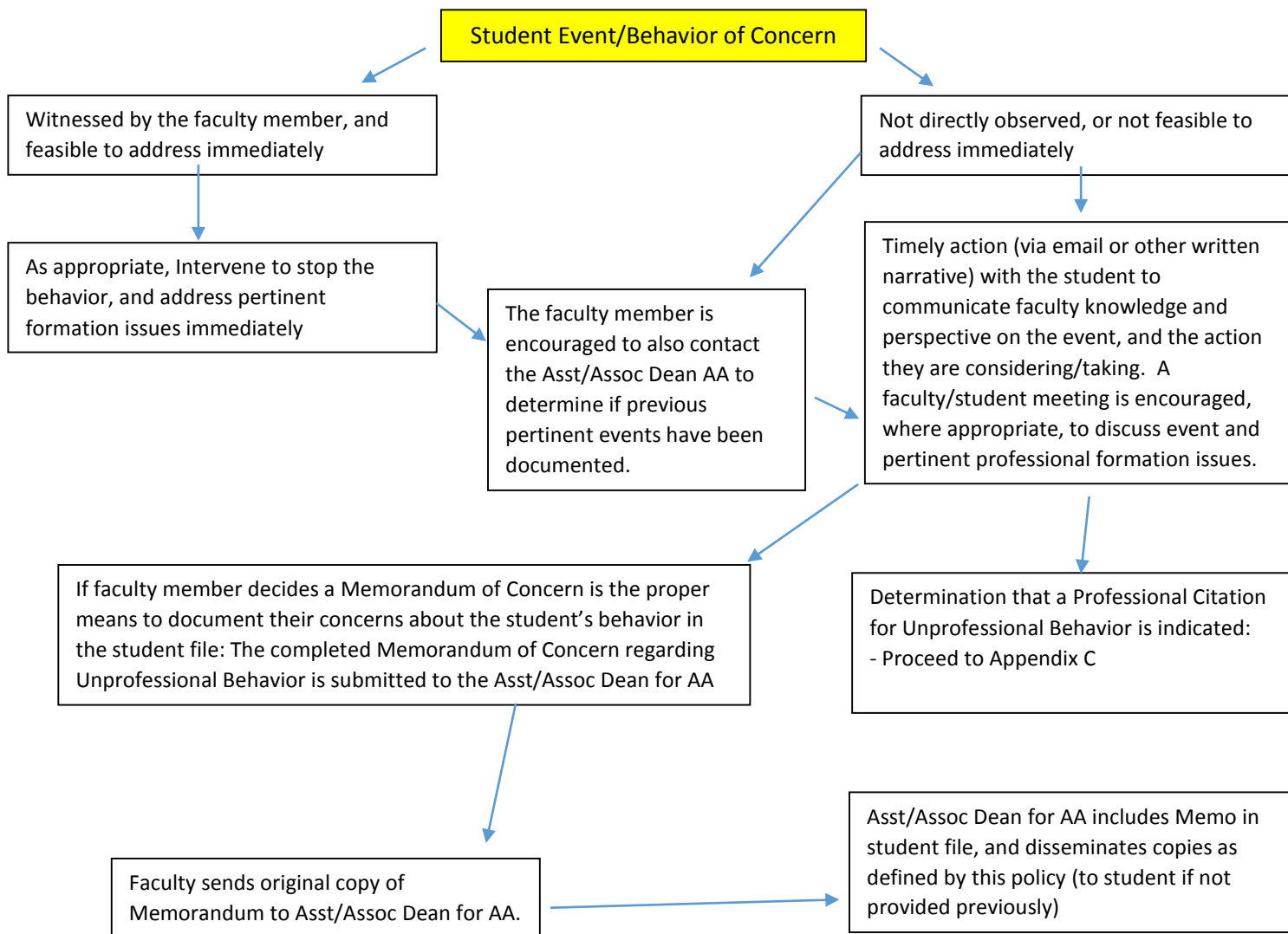
Appendix A Exemplary Behavior Citation



* Faculty can make copy of commendation for student or request Assistant / Associate Dean of Academic Affairs to distribute copies.

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APPENDIX B Memorandum of Concern Regarding Unprofessional Behavior



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APPENDIX C Citations for Unprofessional Behavior

