Southwestern Oklahoma State University
College of Pharmacy
Professionalism Policy

Professionalism

Professionalism is an expected behavior of students, staff, faculty, and volunteer faculty who work for or are affiliated with the Southwestern Oklahoma State University College of Pharmacy (SWOSU COP). Expected behaviors are defined in this policy statement.
All members of the College of Pharmacy community are considered to be mature adults whose attitude, conduct and morals are compatible with the functions and missions of SWOSU as an educational institution, and with the ethical standards of the profession of pharmacy.

Professionalism Committee Mission Statement

The committee adopts the following definition, "Professionalism is the enactment of the values and ideals of individuals who are called, as pharmacists, to serve individuals and populations, whose care is entrusted to them, prioritizing the interests of those they serve above their own."

The purpose of the Professionalism Committee at SWOSU COP is to nurture and develop the attitudes, qualities, and values that define the profession of pharmacy. The committee will design, implement, and maintain a variety of activities to provide ongoing development of professional attitudes and behaviors throughout the curriculum. This can be achieved by a concerted effort from the students, faculty, administration, alumni/preceptors, and other stakeholders in the COP and must encompass participation from these diverse groups to demonstrate appropriate professional conduct. The overarching theme of these activities is to provide a framework for students to recognize the importance of professionalism and provide a means to hold students and other stakeholders accountable for the development of appropriate professional attitudes and behaviors. The focus will be to emphasize specific character traits that have been defined including but not limited to altruism, honesty and integrity, respect for others, professional presence, professional stewardship, commitment to self-improvement, and a dedication and commitment to excellence.

Professionalism Committee Composition, Duties, and Responsibilities

This committee shall be composed of a mixture of faculty and students as recommended by the Executive Committee. Please refer to the SWOSU COP Policies and Procedures Manual for more information regarding the composition, duties, and responsibilities of the committee.

Statements on Professionalism

Oath of a Pharmacist*

At this time, I vow to devote my professional life to the service of all local and global communities through the profession of pharmacy. I will consider the welfare of humanity and relief of human suffering my primary concerns. I will apply my knowledge, experience, and skills to the best of my ability to assure optimal outcomes for my patients. I will respect and protect all personal and health information entrusted to me. I accept the lifelong obligation to improve my professional knowledge and competence. I will hold myself and my colleagues to the highest principles of ethical and legal conduct. I will embrace and advocate changes that improve patient care. I will utilize my knowledge, skills, experiences, and values to fulfill my obligation to educate and train the next generation of pharmacists. I take these vows voluntarily with the full realization of the responsibility with which I am entrusted by the public.

**Developed by the American Pharmaceutical Association Academy of Students of Pharmacy and the American Association of Colleges of Pharmacy Council of Deans Task Force on Professionalism, June 26, 1994. Revised and approved by AACP in July 2007 and APhA-ASP in May 2007 for implementation in 2008-2009.*

Pledge of Professionalism*

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 will be an essential part of my everyday life, and I will practice pharmacy with honesty and commitment to service. To accomplish this goal of professional development, I pledge to:

DEVELOP a sense of loyalty and duty to the profession of pharmacy by endeavoring to create a sense of community. I will serve as one able and willing to contribute to the well-being of others and one who enthusiastically accepts the responsibility and accountability of membership in the profession.

FOSTER professional competence through life-long learning. I understand that my education is a privilege, and I will never forget that it is my responsibility to learn the science and practice of pharmacy. In addition, I shall always seek to learn from the wisdom and experience of my mentors and fellow brothers and sisters of pharmacy.

STRIVE for high ideals, teamwork and unity with all health care professionals in pharmacy, medicine, nursing, and the health related professions. I will respect the contributions of these colleagues, and I will strive to realize our collective commitment to provide optimal patient care.

CONDUCT myself in an honorable manner in my academic and practical work. When

examined, I will demonstrate my skills as an independent scholar. When serving as a member of a cooperative effort, I will share equally in the responsibility of the whole and contribute to the best of my ability to facilitate the success of the team.

SUPPORT my colleagues by actively encouraging personal commitment to the standards set forth by the profession.

MAINTAIN the highest ideals and professional attributes to ensure and facilitate the covenantal relationship required of the pharmaceutical care giver. This will require an ongoing reassessment of personal and professional values.

The profession of pharmacy is one that demands adherence to a set of rigorous ethical standards. The core values vital to professional responsibility incorporate collaboration, creativity, excellence, knowledge, leadership, learning, social responsibility, and professionalism. These high ideals are necessary to ensure the quality of care extended to the patients I serve.

As a student of pharmacy, I understand that my professional responsibility begins today with my entrance into this professional college community. Therefore, I pledge to uphold these values in the performance of all my activities as I advance toward full membership in the profession of pharmacy.

**Adapted from the University of Illinois College of Pharmacy's Pledge of Professionalism, 1993. Developed and adopted by the American Pharmaceutical Association Academy of Students of Pharmacy and the American Association of Colleges of Pharmacy Council of Deans Task Force on Professionalism on June 26, 1994.*

Code of Ethics for Pharmacists*:

A pharmacist respects the covenantal relationship between the patient and pharmacist.
A pharmacist promotes the good of every patient in a caring, compassionate, and confidential manner.
A pharmacist respects the autonomy and dignity of each patient.
A pharmacist acts with honesty and integrity in professional relationships.
A pharmacist maintains professional competence.
A pharmacist respects the values and abilities of colleagues and other health professionals.
A pharmacist serves individual, community, and societal needs.
A pharmacist seeks justice in the distribution of health resources.

** Adopted by the membership of the American Pharmaceutical Association October 27, 1994.*

Personal Appearance and Attire

The following is the SWOSU COP Appearance Policy. These are the **minimally** acceptable standards for dress and grooming. If students are in a classroom or at a practice site with stricter policies, then the students will follow those policies.

The Appearance Policy will be in effect at all times when the student is onsite during an experiential rotation. On the SWOSU campus, the Appearance Policy will be in effect from 8AM - 5 PM, Monday through Friday, on the 3rd floor of the CPP Building and both floors of the Pharmacy Annex Building. This appearance policy will also be enforced at other COP pharmacy-related events (i.e. state or national meetings). When students are in the stated SWOSU facilities outside the above listed hours or participating in student organizational events, the Appearance Policy will not be enforced. However, common decency should prevail in selection of attire during those times as well.

1. Personal Hygiene and General Appearance
    a. Hairstyles will be conservative and neat in appearance with extremes in hair color prohibited (purple, green, orange, etc.).
    b. Fingernails will be clean and of reasonable length.
    c. Students may not have facial jewelry or ornamentation including rings, to or through the nose, tongue, lip, eyebrow or any other exposed body part except the ear.
    d. Clear spacers may be used in place of tongue rings or studs. Ear gauges (expanders) may be left in place, but covered with neutral colored band-aids.
    e. No more than three earrings per ear.
    f. Excessive dangling or oversized jewelry i.e. earrings, necklaces, bracelets, will be avoided.
    g. Cologne, perfume and/or cosmetics should be worn in moderation.
    h. Tattoos will be covered by clothing and should not be visible. Any visible tattoos (i.e. on hands, ankles, arms, etc.) should be covered with a flesh colored bandage or makeup.
    i. Men should be clean shaven; if beards and moustaches are worn they will be well-groomed and neatly trimmed.
2. Clothing should be clean, fit properly, be in good repair, and free from wrinkles.

A) Didactic Course Work

Students violating the SWOSU appearance policy during didactic course work and labs will be handled according to the policies of the individual professor, the Assistant Dean, and/or the Dean of the College of Pharmacy. Actions may include, but are not limited to: a verbal and/or written warning; being sent home from the class/lab/activity with the understanding that the student must change into appropriate attire before returning to campus; deduction of points as deemed appropriate.

a. T-shirts, sweatshirts, jeans, and capri pants are acceptable when clean and in good condition. Clothing should not display offensive slogans and/or pictures.
b. Dresses, skirts, and shorts will be no more than 3 inches above the knee.
c. Exercise clothes are not permitted (This includes, but is not limited to: gym shorts, sweat pants, yoga pants, bicycle shorts, and athletic gear).
d. Pajamas are not acceptable.
e. Appropriate undergarments must be worn and not visible.
f. No low-cut necklines or tank tops. No sleeveless tops, unless covered with a jacket or sleeved top.
g. No skin showing above or below the midriff.
h. No caps or hats will be worn.

B) Laboratory courses that are part of Didactic Course Work

Appearance Policies for laboratory courses are discussed in the first class meeting of each semester. Instructors in laboratory courses may have appearance policies that are more restrictive than the Didactic Course Work Appearance Policy. In that case, the stricter policy will take precedence and will be enforced according to the policies of the instructor(s) of the course.

a. Lab coats, when required, will be **clean and pressed**, with name tag and SWOSU pharmacy patch on sleeve. No other patches or names of pharmacies/medical institutions are permitted.
b. Scrubs are permitted in specific laboratory courses however the scrubs must be SWOSU scrubs and worn as a set.
c. Dresses and skirts will be no more than 3 inches above the knee.
d. Appropriate undergarments must be worn and not visible.
e. Shoe requirements in laboratory courses that are part of didactic course work are discussed in the first class meeting of each semester. The requirements will be at the discretion of and enforced according to the policies of the instructor(s).

C) Experiential Course Work

Students violating the SWOSU appearance policy for experiential course work will be given a verbal or written warning. For subsequent violations, the student may be sent home and not allowed to return until the next meeting time at the instructor's faculty advisor's and/or preceptor's discretion. The student may receive a zero for work that day. Make up of work/time is at the discretion of the faculty advisor and/or preceptor. If a second violation occurs, further disciplinary action will be taken with penalties extending up to failure of the rotation.

a. Lab coats will be **clean and pressed**, with name tag and SWOSU pharmacy patch on sleeve. No other patches or names of pharmacies/medical institutions are permitted. Coats should be worn at rotation sites at all times.
b. Scrubs are permitted in specific rotation sites however the scrubs must be SWOSU scrubs and worn as a set.

c. Dresses or skirts will be of a professionally appropriate length (i.e. no more than 3 inches above the knee).
d. Appropriate undergarments must be worn and not visible.
e. Blue Jeans will not be worn, unless part of acceptable "casual day" attire. (Clothing should be free from wear, tear, and/or holes)
f. Neckties are encouraged for males. They will be neatly tied at the neck with the top button buttoned.
g. No low cut necklines or tank tops. No sleeveless tops, unless covered with a lab coat, jacket or sleeved top.
h. No skin showing above or below midriff.
i. No hats will be worn.
j. Shoes should be clean and in good repair with laces tied and buckles fastened.
k. Shoes in clinical/patient care areas should follow the outline below unless a policy at the site otherwise specifies:
    i. No aerated shoes, i.e. Crocs or Croc-like shoes with holes on top.
    ii. Open heeled shoes are allowed if they securely hold the foot in the shoe.
    iii. No open toed shoes in clinical/patient care areas.
    iv. Appropriate socks or hosiery are required.

Class Attendance
Students are expected to be diligent in their studies and to attend classes regularly. They will be held responsible for making satisfactory arrangements with their instructors regarding absences. Students must be cognizant of instructors' individual attendance policies as presented in the course syllabus and abide by these policies.

Student Request to Attend Meetings or Conventions:
Students are encouraged to attend professional organization meetings or conventions, such as APhA Annual Meeting or ASHP Midyear Clinical Meeting, for the benefit of professional development and networking opportunities. Students who wish to attend these meetings must make appropriate arrangements with individual instructors for classes and exams to be missed, and the absences must be approved by each instructor prior to the meeting. The faculty advisor for the organization may assist in this matter; however, it is ultimately the responsibility of the student to ensure approval for absences.

Academic Integrity
As part of professionalism, students are expected to conduct themselves according the guidelines set forth in COP Academic Integrity Guidelines. (http://www.swosu.edu/academics/pharmacy/policies.aspx) Students and faculty are referred to this document for further information relating to academic integrity issues.

Social Media Use
The conduct of SWOSU COP faculty, staff, and students ("users") in their use of electronic social media (including but not limited to Facebook, Twitter, YouTube, LinkedIn, and other secured and/or unsecured online forums) are reflections on the profession and the COP. All members of the COP should be aware of this fact when participating in social media outlets. The COP faculty, staff, and students will comply

with applicable university, state, and federal laws, rules, and regulations concerning the use of social media, internet, HIPPA laws, privacy laws, and any other applicable university, state and federal laws, rules, or regulations. Faculty, staff, and students should be aware that they are legally responsible for all postings from their account and may face personal liability if such postings are defamatory, harassing, or in violation of any other applicable law or if the postings include confidential, privileged, proprietary or copyrighted information (written, audio, video and all other electronic forms), or intellectual property belonging to another party. The following governs appropriate conduct on social media outlet communications:

- Communications must not contain any sensitive, confidential, privileged, proprietary, copyright, trade-secret or patient information or images of any information obtained from didactic experience, rotation sites or any third party.
- Communications should not contain language that is defamatory, libelous, threatening, or harassing to another person or entity.
- Communications must not be used to provide medical advice or medical commentary by non-physicians outside the scope of user's licensure.
- A user should not allow any other individual or entity to use his/her identification for posting or viewing comments, nor should a user post under another person's name.
- A user must not claim nor imply that he/she is speaking on behalf of COP unless the user has been authorized in writing by Dean, Associate Dean or designee, to do so.
- A user must at all times avoid making any statements that could be viewed as an official communication of COP.

When more stringent rules are present at work sites, didactic syllabi, or rotations, the more stringent rules take precedence. Faculty, staff, and students should make themselves aware of any policies at specific sites. Inappropriate use of social media will be dealt with according to the procedures outlined in the professionalism policy or as deemed necessary by the Dean of the COP or his/her representative.

Non-Academic Performance Evaluation

Each student is expected to comply with requests of university officials in the performance of their duties; to obey the laws of the city, state and nation; and to refrain from conduct that would demean the ethics and integrity of the profession of pharmacy. Scholastic non-cognitive performance is evaluated on the basis of certain demonstrated characteristics that are important to individuals preparing for a career in pharmacy. Characteristics included in these evaluations are altruism, honesty and integrity, respect for others, professional presence, professional stewardship, commitment to self-improvement, and a dedication and commitment to excellence.

Faculty will be asked to provide written documentation for students who demonstrate either outstanding or inadequate professional attributes. Faculty should submit information on the appropriate form to be included in the students file.

Outstanding Professional Conduct

If the student receives two (2) or more letters indicating *outstanding* professional behavior, the Professionalism Committee Chair will notify the student in writing or via email and a copy will be sent to the administrative member of the Professionalism Committee. In addition, the Professionalism Committee Chair will provide the student with a certificate of commendation to be placed in their portfolio.

Inadequate Professional Conduct

If the student receives letters indicating inadequate professional behavior on two (2) or more separate situations or incidents, the Professionalism Committee Chair will undertake the following action (in the case of a serious violation, a single evaluation of "Inadequate" will suffice):

1. Notify the student via email or in writing that he/she has received an excessive number of *inadequate* evaluations;
2. Require the student to arrange a formal interview within two weeks with the individual(s) notification of the report. This meeting will include a faculty member of the Professionalism Committee to serve as a neutral third party along with the individuals who submitted reports (at least one person who has submitted a report should be in attendance); and
3. The Professionalism Committee will then discuss the results of this interview, including the student's explanation for his/her behavior.

NOTE: Any student notifications discussed above in items 1-3 will be kept by the Professionalism Committee Chair for record keeping purposes. The Administrative Member of the Professionalism Committee will also be notified of any actions.

The Professionalism Committee may choose any or several of the following:

1. Take no further action;
2. Interview and counsel the student verbally (with a written summary to the Administrative Member of the Professionalism Committee).

3. Counsel the student in writing via a letter of reprimand (with a copy to the Administrative Member of the committee);
4. Require the student to develop and complete a corrective action plan to document improvements relating to the professionalism issues specific to the student (a copy of this corrective action plan will be forwarded to the Administrative Member of the committee);
5. Interview and counsel the student and recommend he/she be placed on a leave of absence by the Executive Committee for an interval of time recommended by the Professionalism Committee;
6. Interview and counsel the student and recommend he/she be placed on non-academic probation by the Executive Committee for an interval of time recommended by the Professionalism Committee;

   or

7. Interview the student and recommend his/her dismissal from the College. A recommendation for dismissal will be forwarded to the Executive Committee and Dean for final action.

For items 5-7, final approval of the recommendation must come from the Executive Committee and/or the Dean. The student will receive notification of the actions once they are finalized by the Professionalism Committee, the Executive Committee, the Dean and/or any other necessary parties.
Additional reports of unprofessional conduct submitted to the Professionalism committee (in excess of the 2 dealt with above) will be handled on a case by case basis. These situations will be addressed as outlined and will typically carry harsher penalties.

Conduct Expectations of Staff, Faculty, and Volunteer Faculty

Staff, faculty, and volunteer faculty are expected to obey laws of the city, state and nation and refrain from conduct that would demean the ethics and integrity of the profession of pharmacy. Staff and Faculty are expected to comply with SWOSU rules and regulations in the performance of their duties as employees of the University. Misconduct on the part of an employee of SWOSU shall be reviewed by the employee's immediate supervisor.

Evaluation of these reports will be the responsibility of the identified supervisor. Consequences of misconduct will be determined within the confines of the job descriptions of the individuals. The process outlined in the SWOSU Faculty/Staff Handbook will be followed.

Reporting of Unprofessional Conduct

In situations in which unprofessional conduct occurs outside the classroom setting, incidents should be reported to the Professionalism Committee Chair. See Appendix A for the form to be submitted. Likewise, if students have reason to report an incident regarding a faculty or staff member, this should also be reported to the Professionalism Committee Chair. All reported incidents must include a description of the event and contact information for the person reporting the incident. No anonymous complaints will

be accepted. The Professionalism Committee Chair will then share this report with the faculty or staff member's appropriate supervisor. It is then the Professionalism Committee Chair's responsibility to follow-up with the supervisor regarding any actions that may have been taken. All matters brought before the Professionalism Committee are to be held in the utmost confidence and members of the committee who do not hold to this standard will be reprimanded accordingly.

Reporting of Alcohol and Substance Abuse and/or Misuse

Any issues related to the abuse or misuse of alcohol or other substances will be reported to the COP Oklahoma Pharmacists Helping Pharmacists (OPHP) faculty liaison per the COP Substance Abuse/Misuse Policy.

Non-Academic Progression Review Procedure and Appeal

When a student does not meet academic honesty or minimal professionalism standards, the Professionalism Committee will review that student's record in detail and make a determination. If the class syllabus for a particular class states a specific academic honesty policy different from the College policy, the class policy takes precedence. The Professionalism Committee may meet at any time during the calendar year. The members of the Professionalism Committee and student(s) whose situation(s) will be considered in detail will be notified, in writing or email, of the meeting by the Professionalism Committee Chair. The notice will include:

- the date, time, and place of the meeting,
- the issues that will be considered, and
- the possible consequences.

The student may submit a written statement to the Professionalism Committee Chair prior to the meeting that sets out reasons why the determination of the Committee should be in his/her favor. The student may also submit written statements from others on his/her behalf, and may appear in person, make an oral statement, and answer questions from members of the Committee. This interaction shall be in the nature of an informal give and-take rather than a formal evidentiary hearing. Legal counsel may <u>not</u> be present. The student may not present witnesses without prior consent of the Chair. The determination of the Professionalism Committee will be made after careful and deliberate discussion, based upon the professional judgment of the Committee members. Students, other than those on the Professionalism Committee, may not be present during the committee deliberations. The Professionalism Committee Chair will notify the Executive Committee in writing of the determination of the Professionalism Committee. Once actions are approved by the Professionalism Committee, the Executive Committee, the Dean and/or any other necessary parties, the student will be notified via email and/or in writing of the outcome.

Appeals: Within seven (7) working days of the date of the determination notice, the student may appeal, in writing to the Dean of the College of Pharmacy.

APPENDIX A

Southwestern Oklahoma State University
College of Pharmacy
Professionalism Report

Please fill out this report in its entirety and submit it to the chair of the Professionalism Committee. Please note this is a two-page form.

Type of Report:

- ☐ Exceptional Professional Behavior
- ☐ Unprofessional Behavior

Student being reported

Name:

Email:

Person submitting report

Name:

Email:

Telephone:

Type of event/behavior:

- ☐ Academic
- ☐ Alcohol/Substance Abuse/Misuse
- ☐ Professional Attire
- ☐ Professional Behavior
- ☐ Other: _____

Description of event/behavior:
Please describe the event/behavior in as much detail as possible. Information should include but is not limited to date/time/place of incident, all parties involved in the incident, and any attempts at a resolution prior to submission of this form. Please attach additional sheets if necessary.

_____ _____

Printed Name of Person Submitting Report Date

_____

Signature of Person Submitting Report

Please include any other supporting documents as an attachment to this document.

APPENDIX B

Southwestern Oklahoma State University College of Pharmacy Professionalism Policy Attestation Statement

By signing below, I signify that I have read the current COP Professionalism Policy in its entirety. I agree to abide by the policies set forth in the COP Professionalism Policy. I also agree to abide by any updates to the professionalism policy. The most current version will be posted on the E-value student homepage. I understand that it is my responsibility to regularly check for updates to the policy. I understand that infractions of the COP Professionalism Policy will not be tolerated.

Should it be determined that I have indeed breached the COP Professionalism Policy, I understand that I may be withdrawn involuntarily from any course in which the breech occurred; I may also receive a penalty, including (but not limited to) an F, for the course, and/or dismissal from the College of Pharmacy.

My signature on this agreement is valid for all courses taken from the date of my signature until my graduation from the College of Pharmacy program.

Signature:_____Date: _____

Printed Name: _____