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Are students presenting professional behaviors during clinical rotations?

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# OBJECTIVES



Participants will be able to:

- Form a rubric for the students to follow while in clinic to exhibit professionalism.
  - Establish standards for the students to follow.
  - Explain the consequences of unprofessionalism in the clinical setting.
  - Show transparency on expectations of students in clinic.
- Assess students on professionalism with a structured rubric.
  - Equivalently assess students on exhibiting professional behaviors.
  - Hold students accountable for their behaviors in clinic.
  - Encourage student self-assessment.
- Understand why a rubric on professionalism is important.
  - Model and teach behaviors that create a standard of professionalism.
  - Uphold the professionalism of technologists in the work place.
  - Delineate professional role identification.

# Background



- A literature review was performed to research professionalism in higher education. Several different types of journals were scanned for teaching and assessing professionalism. Over 6,000 articles of pedagogy for teaching students professionalism or assessment for students' professionalism was found.
- Clinical coordinators and other instructors discussed the need for students to act professionally and deliberated on how to hold them accountable for their behaviors.



# Professionalism

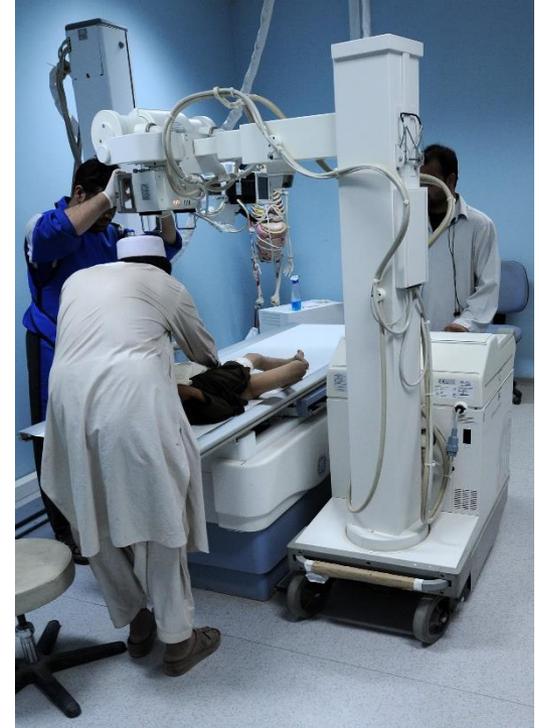


## What is Professionalism?

- According to the Merriam-Webster dictionary, professionalism is described as the conduct, aims, or qualities that characterize or mark a profession or a professional person.
- D. Y. Wilson wrote “Professionalism is a set of values, attributes, beliefs, and behaviors, that includes a commitment to the highest standards of excellence in practice, to the interest of the patients, and to the needs of the public.”
- S. R. Cruess stated that “Professionalism is a set of values, behaviors and relationships that underpins the trust that the public has in health care providers.”

# Attributes of the Medical Professional

- Competence
- Confidentiality
- Effective Communication
- Integrity/Honesty
- Codes of ethics/Ethical behavior
- Presence/Appearance
- Respect
- Diversity awareness
- Empathy/Compassion
- Self-awareness and reflection
- Responsibility to profession
- Involved with the Professional Associations



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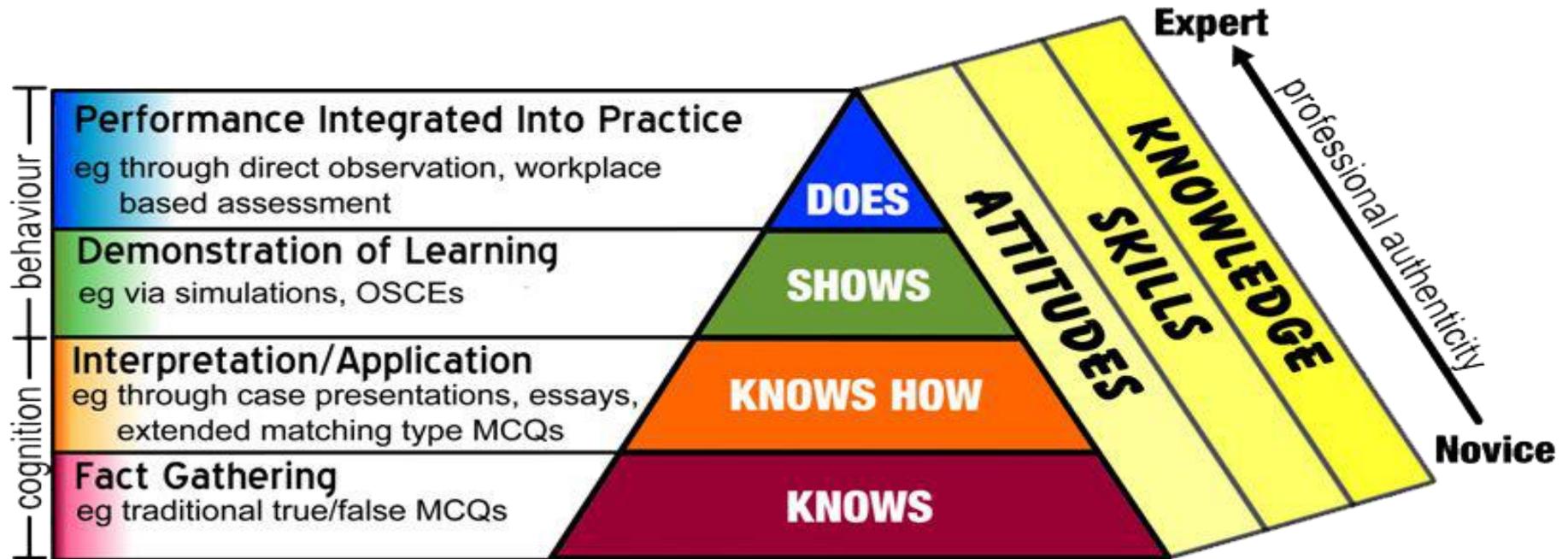


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# Professional Aspects

## MILLER'S PRISM OF CLINICAL COMPETENCE (aka Miller's Pyramid)

it is only in the "does" triangle that the doctor truly performs



Based on work by Miller GE. *The Assessment of Clinical Skills/Competence/Performance*; Acad. Med. 1990; 65(9); 63-67  
Adapted by Drs. R. Mehay & R. Burns, UK (Jan 2009)

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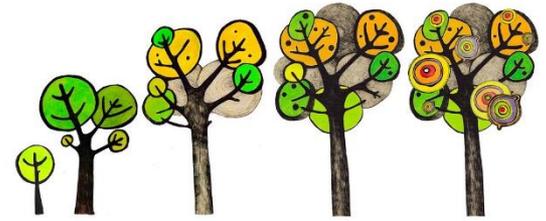
# Professional Aspects

- Accountability
- Cooperative
- Committed
- Compassionate
- Courteous
- Competent
- Dependable
- Empathic
- Ethical



- Good communication skills
  - Written, oral, & phone
- Integrity
- Knowledgeable
- Neat/clean appearance
- Organized
- Personal growth
- Responsible
- Respectful
- Technical skills

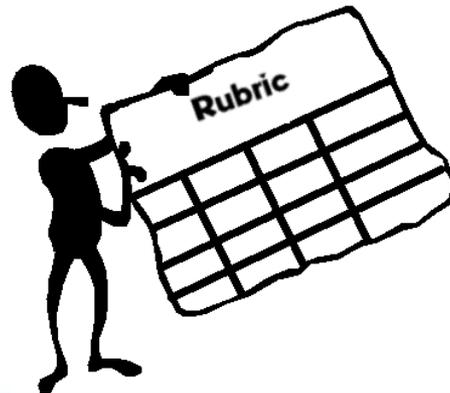
# Why is Professionalism Important?



- Unprofessional behaviors affect patient care
- Elevates the profession of radiologic technology
- Changes the Perceptions that we are just button pushers
- Enables a successful career and reputation
- Professional Technologist gains the trust and respect of all
- Professionals make names for themselves and usually find promotion and great opportunities
- Improves reimbursement
- Without professionalism: shows a lack of respect for self, co-workers, and patients, no promotions, can get fired

# How can we assess?

- Discussions
- Evaluations
- Observations
- Presentations
- Quizzes
- Reflections
- Role play
- Rubric



# Lab Rubric

- Shows an efficient and methodical approach while working
- Demonstrates appropriate behavior for clinical work setting
- Continuously shows improvement of work
- Achieves mastery of skills at performance level
- Maintains composure in a stressful environment
- Performs well in a continuously changing environment
- Applies knowledge and uses judgment when problem solving
- Understands ethical responsibilities of the profession
- Demonstrates a commitment to improve work
- Communicates effectively



# RUBRIC

Policy	Points
Absences without penalty	Two (2) absences are allowed per trimester without penalty ( <u>must be made up</u> )
Grade penalty	5 points off <b><i>FINAL</i></b> grade in the term for each absence greater than two (2)
Failure to Properly notify	1 <sup>st</sup> Offense: written reprimand. 2 <sup>nd</sup> Offense: Failure of course
Tardies	Two (2) tardies = One (1) absence Absentee policy applies
Dress Code (See Handbook)	A verbal reprimand will be delivered for the first offense of any item in the Dress Code policy with a five (5) point deduction in the final course grade. A second offense will result in a written warning with an additional five (5) point deduction in the final grade. A third offense will result a failure of the course.

# RUBRIC continued

Policy	Points
Failure to wear radiation monitoring device	The student will not attend clinic unless the student has a radiation monitoring badge. Tardy and absence policy will apply if the student leaves to get the device.
Electronic Devices	Use of cell phones, and electronic devices are <b><u>prohibited</u></b> during clinical rotations. A verbal warning for the first offense with a five (5) point deduction in the <u>final</u> course grade. A written warning for the second offense with an additional five (5) point deduction in the <u>final</u> course grade. The third occurrence may result in dismissal from the Medical Radiography program.
Direct/Indirect Policy	Any student reported as not following the Direct/Indirect policy will receive a ten point (-10) deduction in the final grade and a written warning. The second occurrence may result in dismissal from the Medical Radiography program.

# RUBRIC continued

Policy	Points
Violation of Unsafe Events	Two unsafe events may result in failure of the course. Establishing a pattern of unsafe practice as demonstrated by the documentation of a total of three unsafe events during the Medical Radiography professional curriculum is equivalent to failure of two clinical practicum courses.
Sleeping	The occurrence of a student sleeping during clinical time will result the student being written up. The second occurrence may be cause for dismissal from the program.
Ask to Leave Clinical Site	A student will be written up if asked to leave a clinical site. The second occurrence may result in the student being dismissed from the program.

# RUBRIC Continued

Policy	Points
Failure to clock in or out	Two (2) failures to clock in or out or at wrong site will count as a tardy. Two (2) failures = one tardy
Oral Competencies	The student will have only four weeks after he/she performs the final comp in clinic to oral comp with an instructor
Orientation Forms	The student has one week from the first day at the clinic site to turn in the orientation to clinic site form
Evaluation Forms	The student will have one week from the end date of each rotation to complete the clinical/preceptor evaluation form in Trajecsys.
AIDET	The student must perform AIDET with every patient. First report of noncompliance will result in a verbal warning. 2nd report will result in a written warning
Falsification of records	Falsification of personal records, academic or clinical documents is prohibited.

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# Making up Time

- All make-up time is to be scheduled and approved by the clinical coordinator and clinical instructor prior to completion.
- Make up days must be made up in no less than 2 hour increments and in the clinic area where the time was missed. Exceptions to this are to be approved by the clinical coordinator and clinical instructor.
- All make-up days must be entered in Trajecsys and validated/approved by the appropriate radiographer in the clinic site.
- Each make-up time must be made up within **THREE WEEKS** of the missed time.
- Five (5) Points will be deducted from the final grade for the course for every day past the time limit that the time is not made up. The make-up time form must be filled out and signed by the technologist the student is working with on the make-up day.

# AIDET

- AIDET is five (5) fundamentals of patient communication which was developed by experts as a training tool to **enhance communication with patients.**
- Consistent use of AIDET in communicating with patients and families has shown to:
  - 1. Reduce patient anxiety**
  - 2. Increase patient compliance**
  - 3. Improve clinical outcomes**
  - 4. Increase patient, physician, and employee satisfaction**
  - 5. Instill trust & accomplish our hospital's mission**

# “AIDET”

<b>A</b>	Acknowledge
<b>I</b>	Introduce
<b>D</b>	Duration
<b>E</b>	Explanation
<b>T</b>	Thank You

“**AIDET**” is a simple acronym used to better communicate with patients who are nervous, anxious, or feeling vulnerable.

# Results

- Providing the students specific guidelines increased their professionalism behaviors and grades.
- Preceptors observed students behaving in a greater professional manner.
- More research should be performed on assessing professionalism of medical radiography students.





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