

Tips for Providing and Documenting Professionalism Feedback

Why do we have this process?

- 1) Professionalism (which includes but is not limited to respectful and integrity-based involvement, interactions, and introspection) is one of our key medical education program objectives for all students. Therefore, we are committed to supporting our students' growth in this area just like we support their growth in our other objectives.
- 2) Especially when students struggle with meeting professionalism expectations, they need clear and direct formative feedback and a supportive process to enable their success.
- 3) Part of our duty as members of the medical school faculty/staff is to provide this direct formative feedback to students when we witness unprofessional behavior as we (as involved individuals) are best suited to deliver the feedback and help the student grow.
- 4) Documenting professionalism feedback (even when concerns are minor) allows us to identify patterns and understand if students are improving and responding to the feedback.

What do I have to do?

In terms of providing feedback

- 1) Plan to deliver and discuss feedback with the student prior to submitting documentation
 - a. Only minor concerns (absences, late assignments, evaluation non-completion, etc.) should be communicated via email; all other lapses require conversation.
 - b. During your conversation, the student may bring up contextual information that is important to include in the documentation—or point out inaccuracies that need to be clarified prior to your submission
- 2) Prepare for your feedback conversation: gather details and review constructive feedback approaches and tips on the [Student Professionalism Committee Resources webpage](#)
- 3) Remind students that the intent of professionalism feedback and our process is to enable their growth and development
 - a. We have a low threshold for providing feedback and tracking behaviors so we can provide guidance early and often, and mobilize resources/support as needed
 - b. This is also why students are asked to reflect on the feedback
- 4) Provide feedback and allow student to share their immediate reactions to the feedback
- 5) Explain that this professionalism feedback is documented for tracking and follow-up purposes and describe the next steps after the documentation is submitted:

- a. The documentation will be reviewed and approved by the Student Professionalism Committee Chair
 - b. Once the feedback documentation is approved, the student will receive an email from som.studentprofessionalism@cuanschutz.edu with the documentation attached and be instructed to respond in writing to the feedback within 1 week
 - c. After the student response is received and approved by the Student Professionalism Committee Chair, both the feedback documentation and response will be shared with the student's COMPASS Guide
 - d. The feedback/student response will also be reviewed by the Student Professionalism Committee at their next monthly meeting, where they will determine if additional follow-up is needed
 - e. Once reviewed by the Student Professionalism Committee, the feedback will be uploaded to the student's Dashfolio, which the Progress Committee reviews periodically and when needed
 - f. Additional information (including a video) on the process is available on the [Student Professionalism Committee website](#)
- 6) Clarify that professionalism feedback does not automatically end up on student MSPE letters as we have a formative, supportive process. MSPE inclusion happens rarely when a student has been referred to Promotions due to egregious behavior or not improving with required activities or remediation
 - 7) If applicable, describe how the unprofessional behavior relates to course grading

In terms of completing the documentation

- 1) Sign on to the [documentation site](#) using your CU Anschutz single sign on credentials
- 2) Include the date of your communication with the student on the form
- 3) Identify the relevant feedback categories (inadequate involvement, lack of integrity, inappropriate interaction, inadequate introspection) and select subcategory statements that are applicable
- 4) Briefly describe unprofessional behavior in category comment boxes, as these will go into the student's Dashfolio; use attachments for longer descriptions and supporting materials (pdfs of emails, etc.) if needed
- 5) Only include information that is appropriate for the student, COMPASS Guide and oversight Committees to read
- 6) Share how the feedback was received by the student in the 'Additional Comments' section of the documentation

What happens after I click submit?

- 1) A notification will be sent to the Chair of the Student Professionalism Committee who will review the documentation; if anything is missing or unclear you will be contacted
- 2) Once the feedback documentation is approved, you will receive an email from som.studentprofessionalism@cuanschultz.edu detailing the next steps in the process
 - a. If the behavior issues are minor, there will not be any further follow up with you after the student response is received and approved
 - b. If the behavior issues are more significant, you will receive follow-up after the documentation and student response are reviewed by the Student Professionalism Committee at their next meeting (typically scheduled on the 1st Friday of the month)

Who sees this documentation?

- 1) The student, once it is approved by the Student Professionalism Committee Chair
- 2) The student's COMPASS Guide will receive a copy of the feedback once the student response is also received and approved (approximately 1 week later)
- 3) The Student Professionalism Committee will review both the feedback and student response at their next meeting (1st Friday of the month)
- 4) The feedback will be uploaded to the student's Dashfolio after the Student Professionalism Committee meeting (typically 2nd week of the month)
- 5) The Progress Committee reviews the student's Dashfolio periodically and when needed

What does the student have to do?

- 1) After the feedback is approved, the student will automatically receive a request for them to respond in writing (either brief comments if minor issue or 5 standard Questions) within a week
 - a. This required reflection is an intentional opportunity for the student to grow and develop their professionalism based upon the feedback
- 2) Once the student response is approved, they will be informed of the next steps in the process (nothing further beyond sharing with COMPASS Guide or Student Professionalism Committee review)
- 3) If reviewed by the Student Professionalism Committee, students will be informed about any additional follow-up the week following the committee meeting

What kind of coaching, support, or remediation might students receive because of this feedback?

- 1) Depending upon the behavior and pattern, the Student Professionalism Committee may recommend or require additional activities/support. These include but are not limited to:
 - a. Additional written reflections
 - b. Meeting with COMPASS Guides, OSL Assistant Deans, Remediation Specialists
 - c. Mental and physical health support including campus-based services
 - d. Referral to the Colorado Physician Health Program (CPHP)
- 2) If there is a pattern of behavior despite interventions or the behavior is very concerning, a formal remediation plan is developed
- 3) If the behavior is egregious, there is recidivism or the remediation plan is not completed, the Student Professionalism Committee will refer the student to the Promotion Committee

Contact som.studentprofessionalism@cuanschutz.edu if any questions!