

# Professionalism

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# Disclaimer

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- Information presented in this presentation is from the personal advice and experiences of pharmacy students and the professionalism task force members.
- It is intended to provide a general blueprint for incoming students and provide an overview of the professionalism requirements and procedures.



# UNTSCP Student Professionalization Task Force

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# Why do we need to discuss Professionalism?

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- **IMPRESSION & PERCEPTION** – You are not only representing yourself, but you are representing the College of Pharmacy, UNTHSC, and the profession of Pharmacy as a whole
- **COMPETENCE** – You will not come across as being competent if you do not uphold a professional manner
- **REQUIREMENT** – Both the College of Pharmacy and the UNTHSC campus have mandatory requirements covering professional behavior
- **NETWORKING** – Word spreads quickly for both positive and negative experiences, BUT....negative experiences tend to make a lasting impression
- **JOB OR POST-GRADUATE OPPORTUNITIES** - Many decisions are made between two candidates based on professionalism



# Professionalism Pledge

## **Pharmacist Code of Ethics**

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- 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 by involving the patient as a partner in his/her health care decisions and honoring the patient's values and belief systems
- A pharmacist acts with the highest degree of honesty and integrity
- A pharmacist maintains professional competence and excellence by proactively seeking help and recognizing limitations in self and others.
- A pharmacist values the abilities of colleagues and other health professionals, and through reasonable partnership, collaborates to achieve quality patient health care
- A pharmacist serves individual, community, and societal needs and puts them above their own when necessary.
- A pharmacist effectively manages time and resources, while seeking righteous distribution of those resources

# UNTHSC Student Code of Conduct and Discipline

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- Policy applicable to all students in the University of North Texas Health Science Center and is enforced by the Office of Student Affairs
- Policy was created to govern student behavior and provide expectations for student conduct in educational and professional settings
- Enrollment at UNTHSC implies acceptance of the Code of Conduct and students are responsible for reviewing its content and becoming familiar with all included provisions
- Available at [https://www.unthsc.edu/administrative/wp-content/uploads/sites/23/Student Code of Conduct and Discipline.pdf](https://www.unthsc.edu/administrative/wp-content/uploads/sites/23/Student%20Code%20of%20Conduct%20and%20Discipline.pdf)



# Upcoming professionalism initiatives

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- Faculty and staff fashion show
- Look book
- Communication guide
- Interview preparation
- YouTube channel
  - Professionalism videos (experiential rotations)
  - OSCE practice videos

# Communication Guide

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- This handbook was created as a guide to enhance effective communication. Information provided should not replace specific instruction provided by UNTSCP faculty, staff and affiliates (e.g. preceptors, guest lecturers and facilitators).
- The task force would like to acknowledge and thank the following student leaders and task force liaisons for their contribution to the creation of this handbook.
  - William Davis, Class of 2019
  - Donovan Poe, Class of 2019
  - Chinedu Diokpa, Class of 2019
  - Anh Dong, Class of 2020
  - Nicole Shaw, Class of 2020



# Professionalism issues

# Professionalism issues

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- Inappropriate verbal/nonverbal communication
- Inappropriate written communication
- Disruptive behavior
- Lack of self awareness/assumptions
- Defensiveness/argumentative behavior
- Unexcused absences and tardiness
- Inappropriate attire
- Utilization of unauthorized equipment



# Verbal communication

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## **Scenario 1 – Speaking to preceptor Dr. Angela Smith**

“ Hey, I need to speak with you regarding my grade. I don’t agree with your assessment and feel that I am being harshly graded which is not fair.”

## **Scenario 2 – Speaking to physician Dr. Jones**

“ Hi Dr. Jones, I noticed you wanted to prescribe verapamil to the patient in room 2. I saw that he had CHF listed in his PMH and do not think that is a good recommendation. You should give the patient nifedipine if you must prescribe a CCB.”

# Nonverbal communication

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# Nonverbal communication



# Written communication

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## **Email**

Hey,

I have attached my assignment to this email as instructed. Hopefully it is to your liking because I worked really hard on it 😊.

Thx

## **Text**

Hey Dr. G, I had a question about the assignment due at midnight. Do you want it to be one page or two? (sent 8.30pm)



# Disruptive behavior

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# Classroom etiquette

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- Getting up repeatedly during class
- Talking loudly during class
- Use of unauthorized devices and engaging in unauthorized activities
- Sleeping during class



# Utilization of unauthorized equipment



twitter

facebook



YouTube

NETFLIX

hulu

# Lack of self awareness

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## **Scenario 1: Eating lunch in the general break room on your cellphone**

“ I can't wait for the weekend so I can go bar hopping. This week has been s!\*t”

“ I don't understand how people can have more than three kids. It is just expensive and irresponsible.”

## **Scenario 2 : Discussing a patient during rounds**

“If only we had a \$100 for every time Mr. Johnson said he needed pain medication. For someone who is here every month you would think he'd know the drill by now.”



# Assumptions

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## **Scenario 1 – Journal club assignment**

“I heard from your last students that the final version was typically due in 7 days so I thought you only wanted a rough draft today”

## **Scenario 2 – Rotation time**

“I was done with all of my assignments and tasks so I left early because there was nothing else for me to do”

# Unexcused absences and tardiness

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If your class starts at **8am**. What time do you think you need to be in the classroom?

If your lab session starts at **1pm**, what time do you think you need to be in the lab?

## **Unexcused absences**

“Hi Dr. Smith, I have a residency interview this coming Monday so I will not be in lab until Wednesday per the UNTSCP policy”

“I thought I did not have to come into class today because you were on vacation”



# Inappropriate clinical/lab attire

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# Inappropriate clinical/lab attire and appearance

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# Appropriate attire



**Business Casual**



**Professional**



# Appropriate attire (when indicated)

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# Academic dishonesty

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- Prohibited use of the following devices belonging to other students:
  - i-clicker devices
  - Scantrons
  - Canvas portal
- Distributing class materials with the intent to cheat or that intentionally gives you an unfair advantage over your peers (i.e. not readily accessible to all).
- Cheating
- Academic dishonesty is enforced by the UNTHSC Student Code of Conduct

# Plagiarism

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- Utilization of someone else's work or thoughts as your own without given proper credit or acknowledgment
- Plagiarism article from “The Writing Center, University of North Carolina at Chapel Hill” - <http://writingcenter.unc.edu/handouts/plagiarism/>



# Last minute tips

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- Be present and aware of your body language
- Do not send emails or discuss discrepancies when you are upset
- Ensure that **ALL** correspondence is formal unless otherwise allowed (permission granted)
- Minimize/avoid distracting behaviors
- Be very aware of your surroundings and do not offend others with personal opinions
- Do not take criticism personally. Try and focus on the constructive parts
- **Do not ASSUME!** Clarify deadlines, policies and expectations with your preceptor
- Dress to impress at all times
- Cellphones and other equipment should not be used unless permission has been obtained.

# Resources

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## UNTSCP resources and guidelines

- Professionalism pledge
- Communication handbook
- UNTHSC Code of conduct
- Professors and Course Directors
- Dean's office and Assistant Dean's offices
- Office of Student Affairs

## Other resources

- American Association of Colleges of Pharmacy – Professionalism  
<https://www.aacp.org/resource/professionalism>
- American Pharmacists Association – Code of Ethics
  - <https://www.pharmacist.com/code-ethics>



# Canvas assignment

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- ❖ UNTSCP – Professionalism Pledge

- Highlights expectation for professional conduct and ethics as a UNTSCP student

- ❖ **Required assignment completed annually in the Pharmacy Practice courses – PHAR 7335**

- ❖ You will need to upload a copy of the pledge with your name, date and electronic signature

- ❖ **Due on Friday September 28<sup>st</sup> , 2018 at 5pm**

# Questions and/or comments

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