



**UNIVERSITY OF
CAMBRIDGE**

School of Clinical Medicine

Professional Behaviour: defining, assessing and remediating

**Dr Elizabeth Fistein, Director of the Professional
Responsibilities Course, University of Cambridge School of
Clinical Medicine**

School of Clinical Medicine



Some challenges for medical educators:

How to define ‘professionalism’?

What are the competencies associated with professionalism?

How could they be taught/learned?

How to deal with ‘unprofessional behaviour’?

How can all this be reliably assessed?

I will share my thoughts...

...and I would love to hear your thoughts

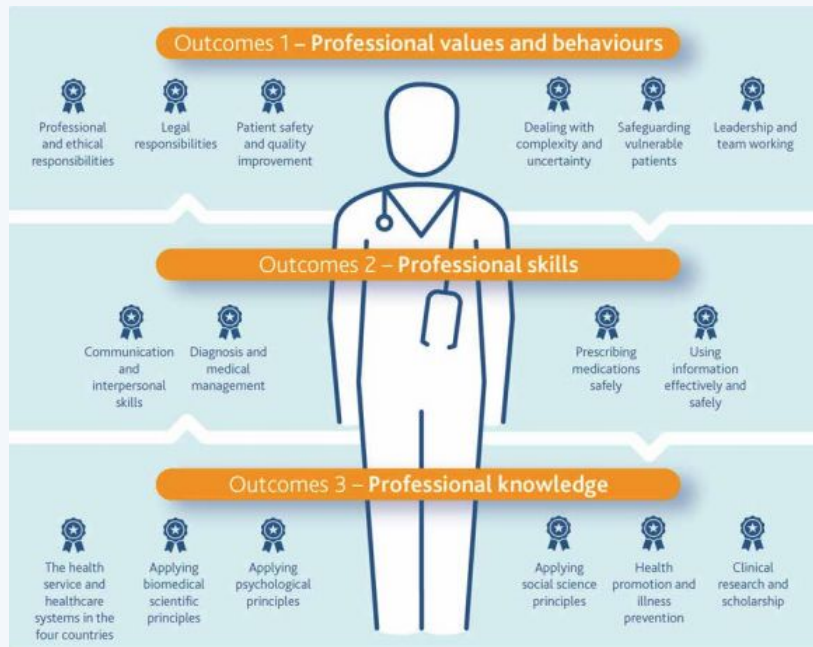
Professionalism:

- 'Behaviours that support trustworthy relationships'



- Jo Shapiro (2018) BMJ

Professional responsibilities



Outcomes 1 - Professional values and behaviours

- Professional and ethical responsibilities
- Legal responsibilities
- Patient safety and quality improvement
- Dealing with complexity and uncertainty
- Safeguarding vulnerable patients
- Leadership and team working

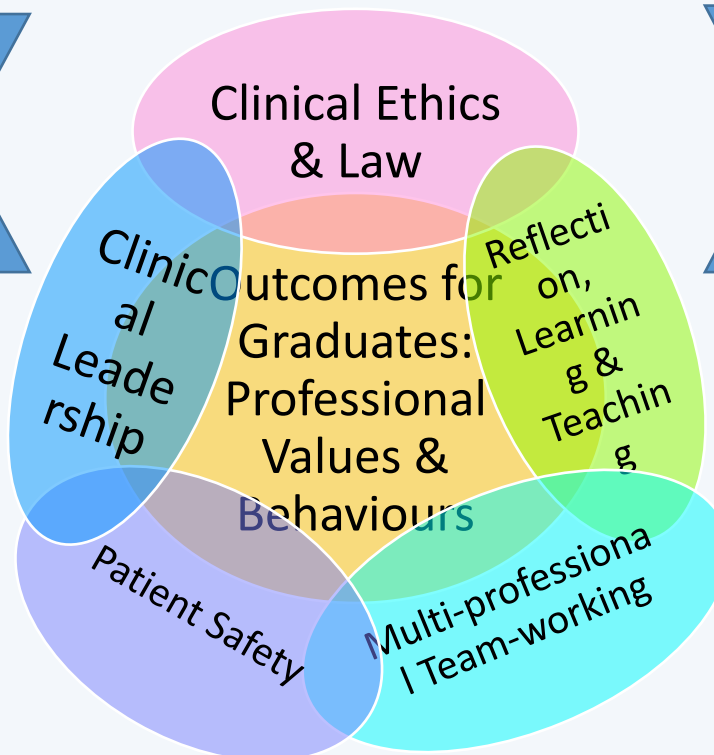
Professional Responsibilities Course: 5 themes, 1 course

Medical Leadership Competency Framework

Institute of Medical Ethics Consensus Statement

WHO Patient Safety Curriculum

Higher Education Academy Professional Standards Framework

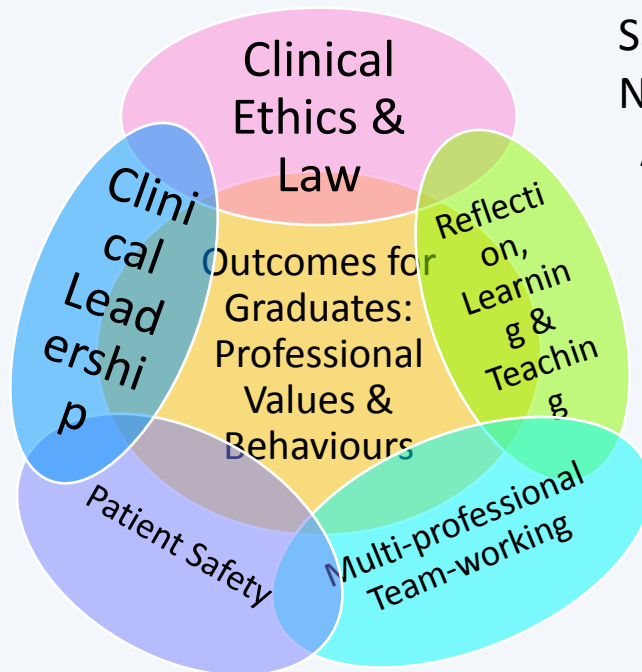


Professional responsibilities in the DR

Respect for donors:

Treating the cadavers with dignity

Respecting donor confidentiality



Engaging with studies:

Satisfactory attendance

Notifying teachers if unable to attend

Actively engaging in learning

Accepting & acting on feedback

Working well with others:

Supporting and respecting peers

Teaching and learning professionalism

- 1. Didactic eg. legal responsibilities around confidentiality, privacy and social media use
 - Knowledge acquisition
- 2. Discursive eg. case-based discussion
 - Developing understanding and application
- 3. Reflective eg. portfolio of reflective writing
 - Evaluation, analysis, integration
- 4. Observation: The Hidden Curriculum
 - Can have a powerful effect on professional identity formation, not always positive!

Unprofessional behaviour: descriptors

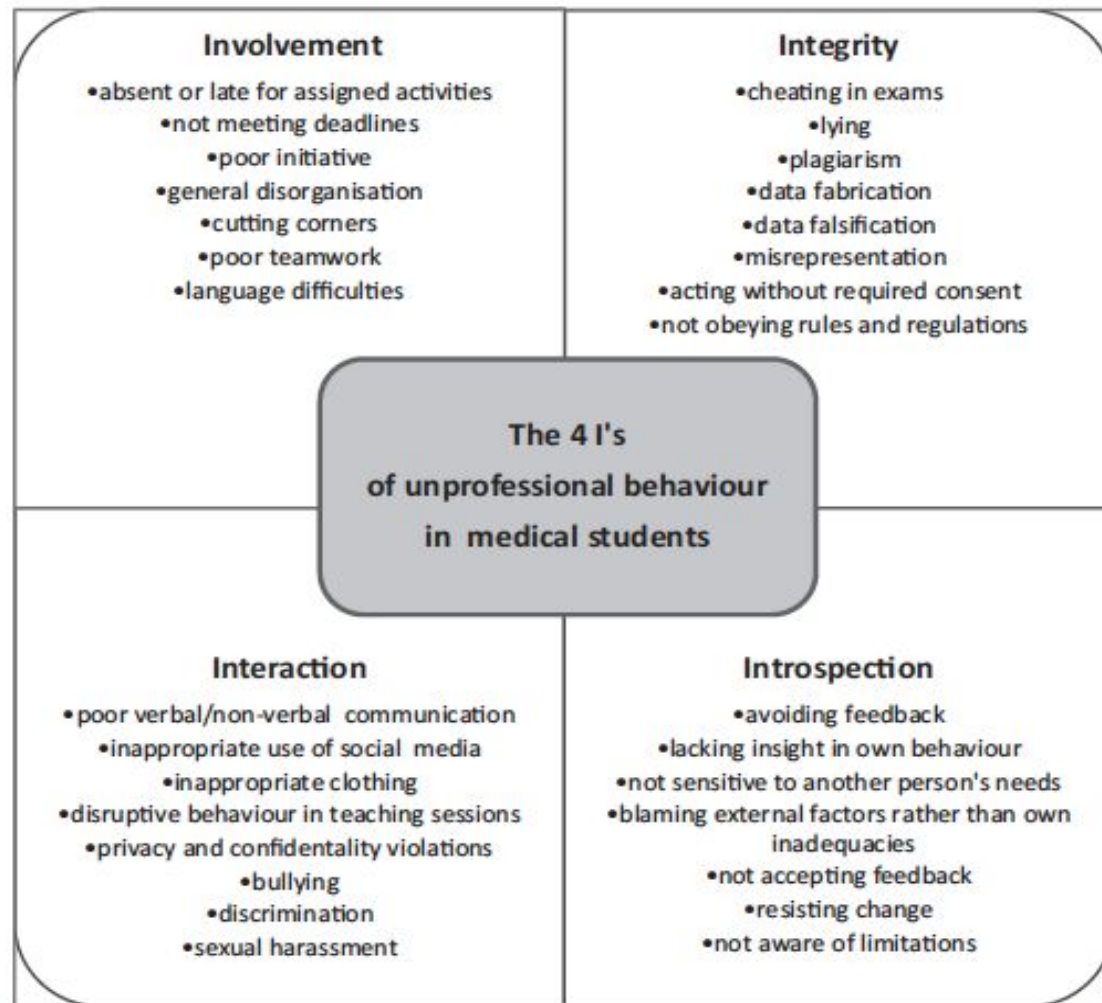


Figure 1. Four categories including 30 descriptors for unprofessional behaviours in medical students (Mak-van der Vossen et al. 2017).

Unprofessional behaviour: profiles

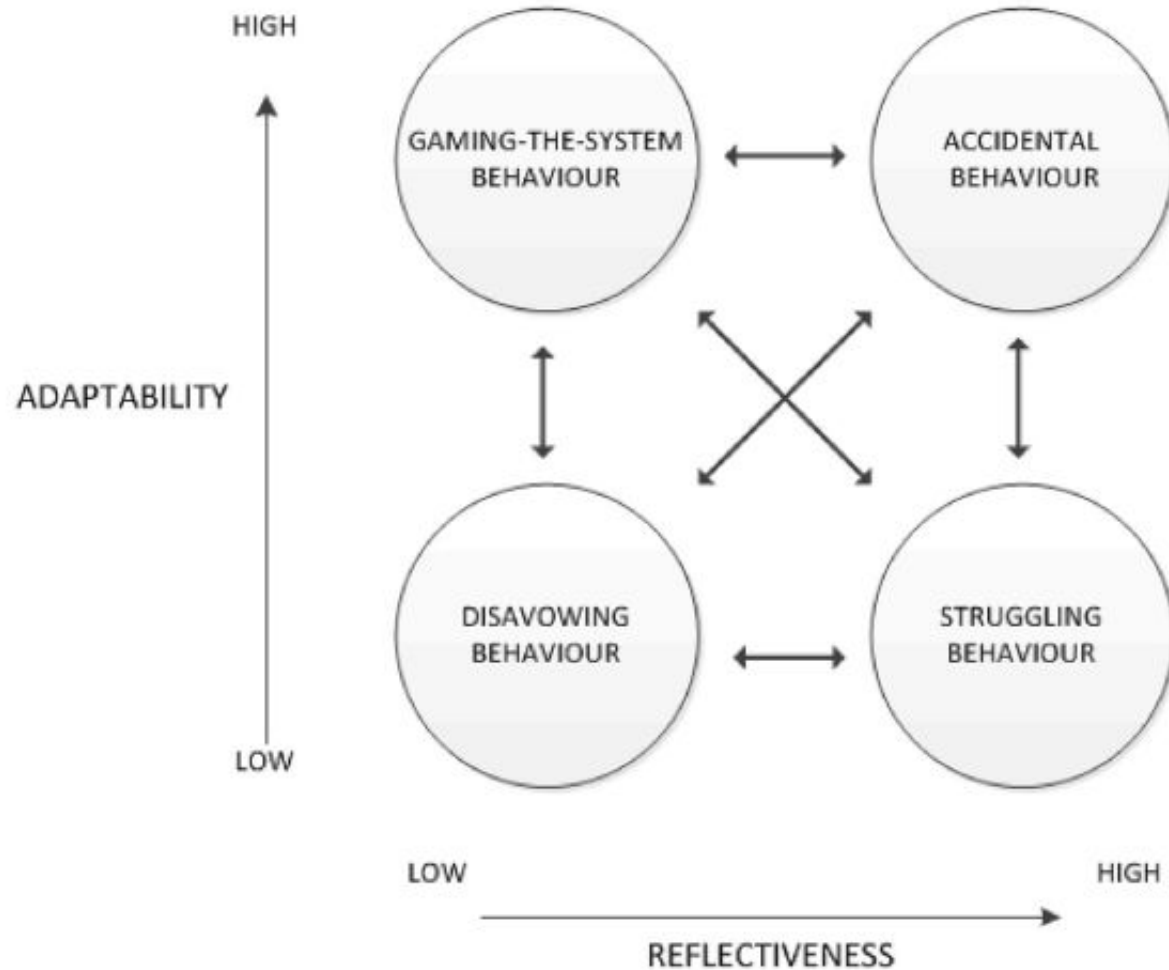


Figure 2. Profiles of unprofessional behaviour (Mak-van der Vossen et al. 2019).

Unprofessional behaviour: responses

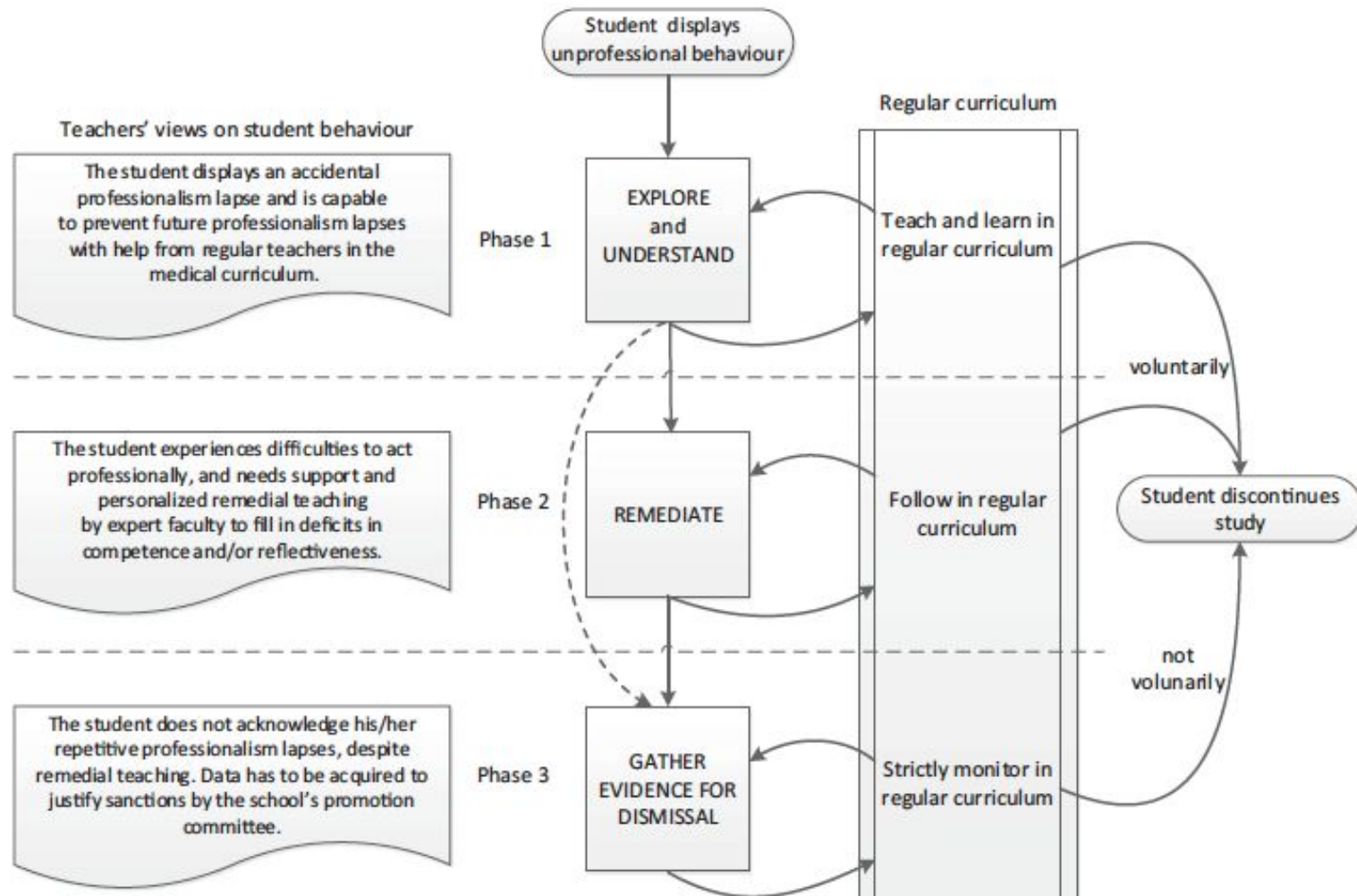
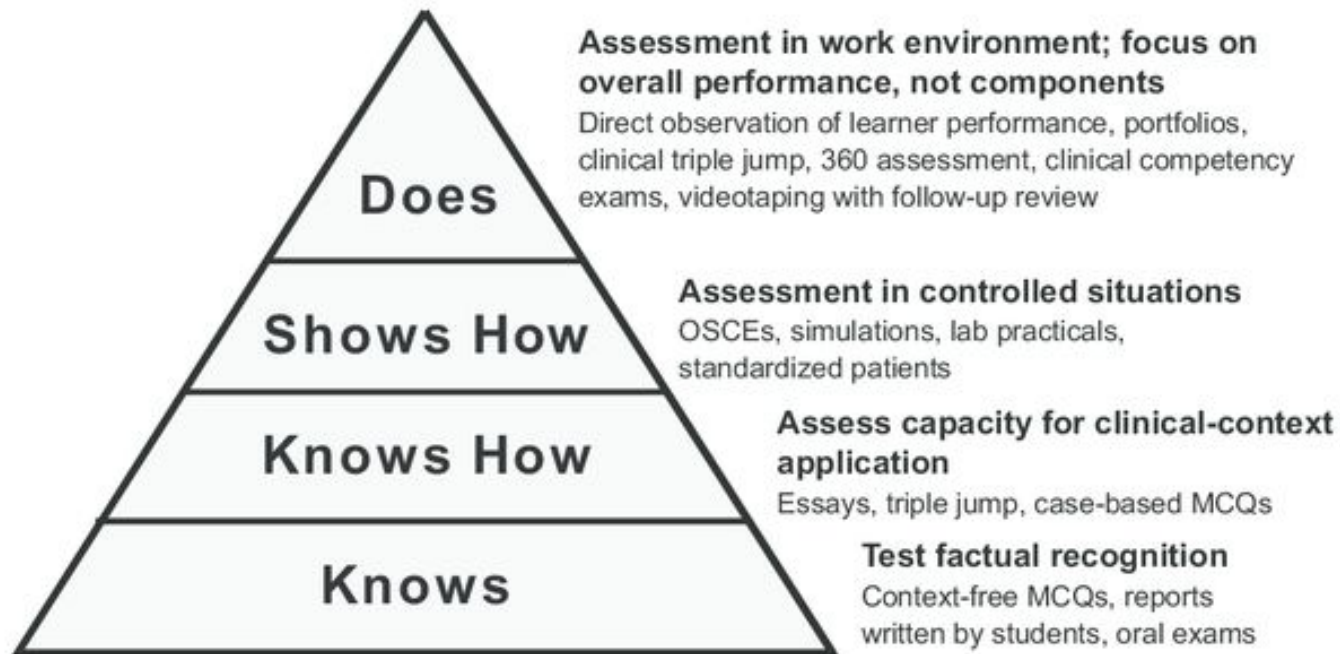


Figure 3. A roadmap for responding to professionalism lapses (Mak-van der Vossen et al. 2019).

Assessing professionalism: Miller's pyramid



Assessing professionalism: challenges

- The fact/value problem: how to develop an objective, reliable assessment tool for professionalism.
- The student who behaved inappropriately because they didn't know what was expected of them.
- The student who displays low-level professionalism concerns – should they be flagged up?
- The student who performs well in written assessment but has simply learned how to cover up/justify inappropriate behaviour.

Questions for us to consider...

- How do I define professionalism? Why?
- What would I include in a list of 'professionalism competencies'?
- Which of those competencies should students develop in their anatomy course?
- How can I support students to develop those competencies?
- How can I check that students have developed those competencies?
- What would I include in a list of 'unprofessional behaviour'?
- What steps should I take to tackle unprofessional behaviour?

Resources

- Shapiro J. Confronting unprofessional behaviour in medicine. BMJ. 2018 Mar 7;360:k1025. doi: 10.1136/bmj.k1025. PMID: 29514793.
- https://www.gmc-uk.org/-/media/documents/dc11326-outcomes-for-graduates-2018_pdf-75040796.pdf
- <https://www.gmc-uk.org/education/standards-guidance-and-curricula/guidance/student-professionalism-and-ftp/achieving-good-medical-practice>
- Marianne Mak-van der Vossen, Arianne Teherani, Walther van Mook, Gerda Croiset & Rashmi A. Kusrkar (2020) How to identify, address and report students' unprofessional behaviour in medical school, Medical Teacher, 42:4, 372-379, DOI: 10.1080/0142159X.2019.1692130