

BEHAVIOR

Background

Loyola University Chicago is committed to maintaining an environment that respects the dignity of all individuals. Accordingly, the Stritch School of Medicine does not tolerate mistreatment by or of its students, faculty, and staff. Our mission requires respect among all individuals, the creation and maintenance of a positive learning environment, and a consciousness to model standards of behavior that are consistent with the Catholic and Jesuit heritage of our institution.

Expectations for Medical Students

Students are expected to be of high moral character and to conduct themselves in a professional manner, maintain high ethical standards, and practice academic honesty in all of their educational endeavors. Stritch students will:

- converse appropriately and behave with personal integrity in all interactions in the classroom and patient-care setting;
- use the highest standards of professional, ethical, and moral conduct and will conscientiously care for patients under all circumstances associated with their illnesses;
- relate in a proper and professional manner to patients' families, especially under the always emotional and often tragic circumstances of a patient's illness;
- promote effective professional relationships with peers, residents, faculty, and staff to deliver quality patient care; and
- display behaviors that foster and reward patient trust in the physician, such as appropriate dress, grooming, punctuality, and respect for patient confidentiality.

To maintain a positive learning environment, the following behaviors are considered unprofessional and unacceptable:

- physical and verbal intimidation;
- lying, cheating, and fabricating information;
- sexual harassment and patterns of sexual innuendo; and
- discriminatory actions based on race, gender, ethnicity, sexual orientation, or religion.

Expectations for Faculty and Housestaff

As teachers, faculty members must embody and instill more than knowledge and skills to medical students and housestaff. Their personal conduct should reinforce positive interpersonal behaviors, such as treating all people with respect; creating a learning environment where individuals are encouraged and expected to perform to high standards; and assuring that students and housestaff show respect for patients, staff, other physicians, and each other. Such an atmosphere fosters an appropriate setting for learning.

Housestaff also are responsible to acquire and display the appropriate behaviors expected of a mature clinician, whatever the discipline. Their interactions with medical students and healthcare staff are an exceptionally important measure of how they are viewed as a professional.



There is no tolerance for:

- physical or verbal intimidation;
- sexual harassment and innuendo;
- abusive comments related to personal characteristics of another (race, gender, ethnicity, sexual orientation, religion);
- insulting or belittling remarks in any situation, especially when dealing with individuals who are trying to learn and may not know the answer; and
- allowing medical students and housestaff under your supervision to verbally or physically intimidate, abuse, sexually harass, insult, or belittle another person.

Many serious problems are not appropriately analyzed as problems of medical student or housestaff mistreatment. Pedagogical inadequacies, failure to provide sufficient feedback, and being excessively demanding are matters requiring formative measures and are not covered by this policy. This policy also does not demand that faculty members and housestaff change their personalities. For example, it does not indicate that anger is unacceptable when things go wrong or that student criticism is inappropriate when they do something poorly. It does, however, require that anger, frustration, and criticism be appropriately directed and not intended to injure the recipient.

Faculty members and housestaff can expect the following treatment:

- fair, timely, and thorough investigations;
- opportunities to respond to complaints;
- dismissal of baseless complaints; and
- discipline of accusers submitting unwarranted and malicious accusations.

What should you do if mistreatment or abuse occurs?

STUDENTS

Medical students are reluctant to discuss mistreatment for fear of reprisal; yet that often desire that alleged mistreatment incidents undergo proper investigation. To address student concerns, Stritch provides *informal* channels through which students may discuss their concerns and

receive counseling, as well as *formal* reporting mechanisms through which complaints are investigated and appropriate remedies applied.

All attempts will be made to maintain confidentiality to the greatest extent possible. Students are reminded that any complaint will be handled promptly and appropriate action taken with the goal of protecting the student from harm or any type of retaliation.

Any complainant or witness found to have been dishonest or malicious in making the allegation of mistreatment will be subject to disciplinary action.

Specific information is contained in the *Student Mistreatment and Procedures* statement distributed during annual orientation.

Contact the Office of Student Affairs (x63220) for assistance and additional information.

HOUSESTAFF

Contact the program director, Office of Graduate Medical Education (x63769), or Department of Human Resources (x63242).



FACULTY

Contact the department chairperson, Office of the Dean (x63223), or Department of Human Resources (x63242).

Loyola University Chicago is an equal opportunity educator and employer.

THE POSITIVE LEARNING ENVIRONMENT



PROFESSIONAL BEHAVIOR

Expectations for medical students, housestaff, and faculty