



QUILLEN COLLEGE of MEDICINE

EAST TENNESSEE STATE UNIVERSITY

Policy Name/Number: Mistreatment Prevention / ADMIN-0621-14

Policy Owner: Beth Anne Fox, MD / Vice Dean for Academic Affairs	
Committees, Departments, or Individuals Responsible for Implementation: Offices of Academic and Student Affairs	
Original Approval Date/ By: 6/9/2021 / Office of the Dean	Effective Date: 5/23/2024
Most Recent Revision Date: 5/23/2024	Policy Advisory Committee Review Date: 5/23/2024
Date of Next Review: 5/23/2027 <i>(All policies are reviewed by the Policy Advisory Committee every 3 years unless circumstances for an earlier review is identified.)</i>	

(A) Policy Statement:

Quillen College of Medicine (QCOM) has a responsibility to foster the development of professional and collegial attitudes needed to provide caring and compassionate health care by all members of the Quillen College of Medicine community, including medical students, graduate students, resident physicians and fellows, faculty, and other staff who participate in the educational process. An atmosphere of mutual respect and collegiality is essential to nurture these attitudes and promote an effective learning environment. Despite the intensity of interactions that can occur in a health care setting with varied members of the academic and clinical community, mistreatment of any kind is not expected or condoned.

(B) Purpose of Policy:

This policy is meant to promote a positive environment for learning in the Quillen College of Medicine, and affirm the importance of collegiality and respect for all.

(C) Scope of Policy (applies to):

This policy applies to all QCOM students, visiting students, faculty, residents, fellows, graduate students, and staff.

(D) Policy Activities:

The policy on mistreatment prevention has three main components.

1. A statement of Quillen College of Medicine standards of behavior with regard to mistreatment, including: a definition of mistreatment; examples of types of mistreatment; persons who may be the object or perpetrator of mistreatment; and the purpose of the policy on mistreatment.
2. A plan for the ongoing education of the Quillen College of Medicine community concerning these standards of behavior and the process by which they are upheld.
3. A description of the Quillen College of Medicine process for responding to allegations of mistreatment.

Note: Accusations of discrimination or harassment based on a protected class are not handled under this policy, but rather by the ETSU Office of University Compliance and ETSU's applicable institutional policies and rules. Reports of this nature may be made directly to the Office of University Compliance. Similarly, disputes about grades are handled under the Quillen College of Medicine Academic Grievance Procedures and Grade Appeal Process.

Mistreatment in the Learning Environment

Mistreatment is any behavior, intentional or unintentional, that shows disrespect for the dignity of others. Mistreatment interferes with the learning process and promotes an atmosphere in which abuse is accepted and perpetuated in medical training.

Examples of inappropriate and unacceptable behavior include harmful, injurious, or offensive conduct; verbal attacks; insults or unjustifiably harsh language in speaking to or about a person; public belittling or humiliation; threats of physical harm; physical attacks (e.g., hitting, slapping, or kicking a person); requiring performance of personal services (e.g., shopping, baby-sitting); threatening a lower grade or poor evaluation for reasons other than course/clinical performance; sexual harassment; discrimination on the basis of race, gender, sexual orientation, religion, ethnic background, age, or physical disability; intentional intimidation, neglect/isolation, or lack of communication; taking credit for another individual's work; disregard for student safety; or any other behavior that is contrary to the spirit of learning and/or violates the trust between the teacher and learner or patient and learner.

Ongoing Education to Prevent Mistreatment

To promote a positive learning environment respectful of all individuals, the Quillen College of Medicine will provide ongoing education to students, residents, fellows, faculty, and other staff that emphasizes the importance of professional, respectful, and collegial attitudes and behavior. The materials and methods for providing this education will be the responsibility of the faculty in consultation with the Associate Dean for Student Affairs, the Associate Dean for Clinical Affairs, the Associate Dean of Academic and Faculty Affairs, the Office of University Compliance, the QCOM Grievance Officer, and Executive Associate Dean/Chief of Staff.

Education will alert all members of the Quillen College of Medicine community to expected standards of behavior. Education will also inform persons who believe they have been mistreated of the avenues for redress and will inform all concerned parties of the policies and processes for responding to allegations of mistreatment.

The methods for the education of specific groups are described below:

1. Medical Students
 - a. The policy will be maintained within the Offices of Student Affairs and Academic and Faculty Affairs
 - b. The topic will be addressed at medical school orientation and during transitions from the preclinical courses to the clinical rotations.
 - c. Each department is encouraged to include this topic in the course policies for each preclinical course and each clinical rotation. The policy on mistreatment will be included in all course and clerkship syllabi.
2. Resident Physicians and Fellows
 - a. The policy will be included in the Policies and Procedures Manual in the Division of Graduate Medical Education.
 - b. The topic will be addressed at the annual resident physician orientation.
 - c. The clinical department chairs and program directors will ensure all their fellows and residents are cognizant of the policy.
3. Graduate Students
 - a. The policy will be included in the Policies and Procedures Manual in the Department of Biomedical Sciences
 - b. The topic will be addressed at the annual graduate student orientation.
 - c. The department chair and program director will ensure all their graduate students are cognizant of the policy.
 - d. The Associate Dean of Research and Graduate Programs will ensure all core and adjunct faculty who participate in the teaching process are made aware of the mistreatment policy.
4. Faculty
 - a. An informative written message will be sent each year from the Vice Dean of Academic Affairs to all departmental chairs to ensure an annual review of the policy within their departments or divisions.
 - b. The department chairs and Associate Dean of Graduate Medical Education/Designated Institutional Officer (GME/DIO) will ensure annual review of the mistreatment policy by their faculty.
 - c. The Department Chairs, the Vice Dean of Academic Affairs, the Associate Dean of Student Affairs, and the Associate Dean of GME/DIO will direct the course directors, clerkship directors, and program directors to convey this information to all adjunct faculty who participate in the teaching process in