

POLICY ON STANDARDS OF CONDUCT FOR TEACHER/LEARNER RELATIONSHIPS

The University of Missouri-Kansas City (UMKC) School of Medicine (SOM) is a community of professionals dedicated to education, patient care, and research. The SOM holds in high regard professional behaviors and attitudes, including altruism, integrity, respect for others and a commitment to excellence. The SOM community is committed to maintaining academic and clinical environments in which faculty, fellows, residents, students and staff can work together to further education and research, while providing the highest quality of ethical and compassionate care for patients at affiliated hospitals and clinics. As effective learning is best fostered in an environment of mutual respect between teachers and learners, mutual respect is expected; each member within the SOM community must be accepted as an individual and treated with respect and fairness. A range of backgrounds, perspectives, and interests is inherent, necessary, and important in medical education and the practice of medicine. Although both teachers and learners bear responsibility for creating and maintaining these academic and clinical environments, teachers take on particular responsibility with respect to their evaluative roles relative to student work and with respect to demonstrating appropriate professional behaviors.

The term “teacher” is used broadly to include peers, GME trainees, full-time and volunteer faculty members, clinical preceptors, nurses, and ancillary support staff, as well as others from whom students learn. Graduate medical education trainees, of special note, are also “students” at the UMKC SOM.

UMKC School of Medicine adheres to the University of Missouri System nondiscrimination standards found in Policy [600.010](#). The University of Missouri does not discriminate on the basis of race, color, national origin, ancestry, religion, sex, pregnancy, sexual orientation, gender identity, gender expression, age, disability, protected veteran status, and any other status protected by applicable state or federal law. As used in this policy, the word “sex” is also inclusive of the term “gender.” The University’s Nondiscrimination policies apply to any phase of its employment process, any phase of its admission or financial aid programs, other aspects of its educational programs or activities, and instances occurring in other settings, including off-campus, if there are effects of the conduct that interfere with or limit any person’s ability to participate in or benefit from the University’s educational programs, activities or employment.

GUIDING PRINCIPLES:

Duty: Medical educators/teachers have a duty to convey the knowledge and skills required for delivering the Medical profession’s standard of care and also to instill the values and attitudes required for preserving the medical professionals social contract with its patients.

Integrity: Learning environments that are conducive to conveying professional values must be based on integrity. Students and residents learn professionalism by observing and emulating role models who epitomize authentic professional values and attitudes.

Respect: Respect for every individual is fundamental to the ethics of medicine. Mutual respect is essential for nurturing that ethic. Teachers have a special obligation to ensure students and residents are always treated respectfully.

RESPONSIBILITIES AND CONDUCT OF TEACHERS AND LEARNERS:

Teachers should:

- Treat students fairly and respectfully
- Maintain high professional standards in all interactions
- Be prepared and on time
- Provide relevant information in a timely fashion
- Provide explicit learning and behavioral expectations early in a course or clerkship
- Provide timely, focused, accurate and constructive formative feedback on a regular basis and thoughtful and timely evaluations at the end of a course or clerkship
- Display honesty, integrity and compassion
- Practice insightful (Socratic) questioning, which stimulates learning and self-discovery, and avoid overly aggressive questioning which may be perceived as hurtful, humiliating, degrading or punitive
- Solicit feedback from students regarding their perception of their educational experiences
- Encourage students who experience mistreatment or who witness unprofessional behavior to report the facts immediately

Students should:

- Treat fellow students and faculty fairly and respectfully
- Demonstrate professional behavior in all settings
- Be prepared and on time
- Demonstrate honesty, integrity and compassion
- Be active, enthusiastic, curious learners
- Recognize learning stems beyond formal and structured activities and requires responsibility and commitment
- Recognize their responsibility to learn established learning objectives and to participate as an active learner
- Demonstrate a commitment to life-long learning, a practice that is essential to the profession of medicine
- Recognize personal limitations and seek help as needed
- Recognize the privileges and responsibilities coming from the opportunity to work with patients in clinical settings
- Recognize the duty to place patient welfare above their own concerns
- Recognize and respect patients' rights to privacy
- Solicit feedback on their performance and recognize criticism is not synonymous with "abuse"

Relationships between Teachers and Students

Students and teachers should recognize the special nature of the teacher-learner relationship, which is in part defined by professional role modeling, mentorship, and supervision. Because of the special nature of this relationship, students and teachers should strive to develop their relationship as one characterized by mutual trust, acceptance, and confidence and limited to that of education and mentoring. They should both recognize the potential for conflict of interest and respect appropriate boundaries.

Conduct/Responsibilities of Teachers and Learners:

- Treat each other with respect at all times
- Treat each other equally, without regard for age, sex, gender, race, color, ethnicity, national origin, ancestry, religion, disability, sexual orientation, gender identity, military or veteran status
- Act fairly in all dealings with each other
- Communicate with each other in a respectful and professional manner at all times
- Be prompt to appointments, classes and lectures

Inappropriate Conduct:

- Unwanted physical contact or the threat of such contact; loss of civility or professionalism, including displays of temper, demeaning or humiliating behavior to another, the use of personal threats, attacks or insults, or any other conduct that is disruptive to patient care and/or learning
- Sexual harassment (including voluntary romantic relationships between teachers and learners in which the teacher has authority over the learner's academic status and progress)
- Harassment based on age, sex, gender, race, color, ethnicity, national origin, ancestry, religion, disability, sexual orientation, gender identity, military or veteran status
- Discrimination in any form based on age, sex, gender, race, color, ethnicity, national origin, ancestry, religion, disability, sexual orientation, gender identity, military or veteran status
- Asking others to perform personal errands unrelated to education, research or patient care activities
- Providing health and/or psychiatric or psychological services to any student for which a teacher has involvement in the academic assessment or in decisions about the promotion of that student, except in an emergency situation.

REPORTING INAPPROPRIATE CONDUCT OR MISTREATMENT

- The general process and procedures for learners and teachers is outlined below. This policy provides guidelines for the learner and teacher to address the issue, including some initial resources to consider. The underlying concern is for the comfort of the individual raising the concern. The SOM will not tolerate any form of retaliatory conduct by or toward teachers or learners who report inappropriate conduct in good faith. Individuals who believe that retaliatory action has been taken against them as a result of reporting or raising concerns regarding inappropriate conduct, may report such action through the procedures set forth herein.
- In addition to the SOM process for reporting, learners and teachers may report concerns within the University. This includes contacting the Equity and Title IX office (ETIX) Coordinator at (816) 235-6705 and/or to the University's Ethics and Compliance Reporting Line either online at <https://report.ethicssuite.com/umshotline> or by calling 1-844-469-6383 (reports to the Ethics and Compliance Reporting Line may be made anonymously). Additionally, UMKC Human Resources or University administrators could be contacted to raise a concern.
- Learners may file a Student Mistreatment report with the link found on the UMKC website <https://med.umkc.edu/mistreatment/>. A report may also be filed by imaging the QR code found on the Expect Respect posters available throughout the medical school and in medical education areas

of affiliate hospitals. Learners are also directed that they may report their concern to the Associate Dean for the Learning Environment-Education and Professionalism.

Reporting by Learners (Students):

- Learners may report the inappropriate conduct of another through a variety of mechanisms. First and foremost, learners (only if comfortable doing so) may address the situation immediately and nonconfrontationally with the person engaging in such conduct. If the learner is not comfortable raising the matter with the person engaging in the conduct, or the conduct continues, the learner may discuss the issue with course directors, program directors, department chairs, the student's education team coordinator (ETC), the student's docent or the Associate Dean of Student Affairs, Associate Dean for Graduate Health Professions in Medicine, Associate Dean for the Clinical Affiliate or the Associate Dean Learning Environment-Education and Professionalism.
- If the issue cannot be addressed/resolved in this manner and/or if the issue is deemed to represent a significant violation of the responsibilities/conduct described in this policy, the student and/or the individual the student confided in should report the incident through our mistreatment portal (<https://med.umkc.edu/mistreatment/>) which will subsequently be reviewed by the Expect Respect Committee (ERC).

Reporting by Learners (Residents/Fellows):

- Residents/fellows must promptly report to the office of ETIX any and all conduct that may be related to bullets 2-4 under Inappropriate Conduct, whether directly witnessed, received as a disclosure from a student or employee, or learned through a third party (rumors, etc.) per the [Mandated Reporter requirements](#).
- UMKC graduate medical education programs sponsored by the SOM have policies and procedures related to the learning environment (including this document) and can be found here: <https://med.umkc.edu/departments/administrative-offices-departments/gme/learning-environment.html>
- Additionally, the Graduate Medical Education Resident/Fellow Grievances Policy describes the methods and procedures for residents/fellows to report concerns at: <https://med.umkc.edu/about/policies/grievances.html>
- If the issue cannot be addressed/resolved in this manner and/or if the issue is deemed to represent a significant violation of the responsibilities/conduct described in this policy, the resident/fellow and/or the individual that the student confided in should report the incident to the Associate Dean for Graduate Medical Education. Confidentiality of the resident/fellow will be maintained to the extent possible by the situation. The learner (Resident/fellow) may also file a mistreatment report online at (<https://med.umkc.edu/mistreatment/>) which will subsequently be reviewed by the ERC.

Reporting by Teachers:

- Teachers must promptly report through the mistreatment reporting system or directly to the Office of ETIX any and all conduct that may be related to bullets 2-4 under Inappropriate Conduct, whether directly witnessed, received as a disclosure from a student or employee, or learned through a third party (rumors, etc.) per the [Mandated Reporter requirements](#).
- Teachers who feel that a learner or teacher has engaged in inappropriate behavior may address the situation immediately with that learner or teacher. Additionally, for student concerns, the teacher can

report the concern to the course/clerkship director, Associate Dean for Student Affairs, or Associate Dean for Graduate Health Professions in Medicine. For resident concerns, the teacher can report to the program director or Associate Dean for Graduate Medical Education for investigation. For teacher concerns, the faculty member can report to the Academic Department Chair and/or the Associate Dean for the Clinical Affiliates for investigation.

- If the issue cannot be addressed/resolved in this manner and/or if the issue is deemed to represent a significant violation of the responsibilities/conduct described in this policy, the teacher should contact the Associate Dean for the Learning Environment-Education and Professionalism. Confidentiality of the teacher will be maintained to the extent possible based on the situation. The teacher may also file a mistreatment report online at (<https://med.umkc.edu/mistreatment/>) which will subsequently be reviewed by the ERC.

EXPECT RESPECT COMMITTEE (ERC)

Purpose

The purpose of the following document is to outline established guidance regarding the management and referral of reports of discrimination, harassment, and misconduct received by the UMKC School of Medicine that align with the jurisdiction of the Office of Equity and Title IX (ETIX).

Expect Respect Committee (ERC)

The Expect Respect Committee is an initiative that falls under the School of Medicine Office of the Learning Environment-Education and Professionalism to address and reduce issues of mistreatment. The School of Medicine believes that a respectful institutional climate is essential to providing medical education that promotes the effective delivery of health care in diverse communities. A respectful learning and working environment are comprised of but not limited to faculty, staff, residents, fellows, students, and community members associated with the School of Medicine and affiliates.

ERC Members

Learning Environment-Education and Professionalism: Associate Dean (Committee Chair) and Assistant Dean
 Learning Environment-Inclusive Excellence: Representative
 Honor Council: Chair
 Student Affairs: Associate Dean or representative
 Graduate Medical Education: Associate Dean
 Council on Curriculum: Senior Associate Dean or representative
 Graduate Health Professions in Medicine: Associate Dean
 Human Resources: Representative
 Office of Assessment and Quality Improvement: Representative
 St. Joseph Campus: Representative

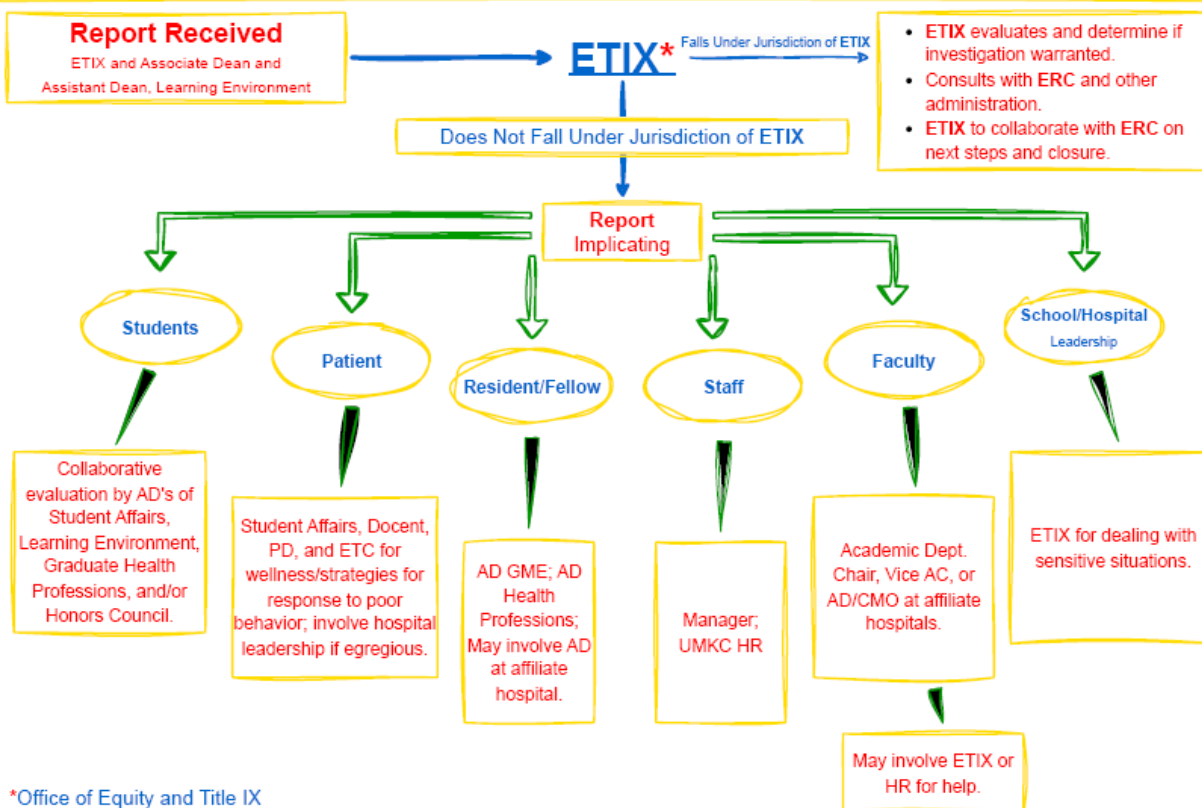
ERC members who receive UMKC School of Medicine mistreatment reports

Learning Environment-Education and Professionalism: Associate Dean and Assistant Dean and Director of the Office ETIX.

ERC Mistreatment Protocol

- All mistreatment reports including discrimination, harassment, and/or misconduct are the jurisdiction of the Office of ETIX.
- ETIX will review the report and make a threshold determination as to whether the conduct as alleged aligns under the jurisdiction of ETIX.
 - If yes, ETIX will respond to the reporter and reach out to the aggrieved party to follow up on the allegations (these may be the same individual).
 - If no, ETIX will refer the report to the Expect Respect Committee for tracking and making referrals. The determination will follow this process: Incidents related to students will involve Student Affairs, Graduate Health Professions, Learning Environment and possibly Honors Council, residents/fellows will involve Graduate Medicine Education, faculty will involve the Academic Department Chair, Vice Chair, AD/CMO at the affiliate hospital, and staff will involve Human Resources.
- All mistreatment reports and dispositions will be reviewed monthly by the committee at regularly scheduled meetings. Follow up of reports will also be reviewed until considered closed. The ERC Chair will update the Dean on incidents based on the severity.
- Reports will be compiled, along with final disposition, in the ERC annual report. This report will be presented to the Coordinating Committee and the Dean.

Expect Respect Committee (ERC) Process for Mistreatment Reports



EDUCATION & MONITORING

- The University and hospital affiliates require education of students and teachers, including training about Title IX, Sexual harassment and discrimination, hospital compliance, and cultural sensitivity.
- The SOM regularly reviews internal surveys completed by learners, as well as course evaluations, as one of several objectives to identify possible problems regarding inappropriate conduct by or between teachers and learners, and if necessary, to take appropriate action regarding such conduct.
- Reports made to the Associate Dean for Graduate Health Professions in Medicine are entered as a mistreatment report then evaluated per our guidelines.
- Reports made to the Associate Dean for Graduate Medical Education are entered as a mistreatment report then evaluated per our guidelines.
- Reports made to the Associate Deans for the Clinical Affiliates are entered as a mistreatment report then evaluated per our guidelines.

- Reports made to the Honor Council Chair are investigated and tracked by the School of Medicine's Primary Administrative Officer and Honor Council decisions are reported to the Coordinating Committee. The Honor's Code policy can be found here:
<https://med.umkc.edu/documents/about/hc-prof-conduct-procedures.pdf>
- Reports made to ETIX involving the SOM are investigated, tracked, and reported to the ERC.
- The Associate Dean for the Learning Environment-Education and Professionalism will keep a confidential record of all reports, including resolution status. This record will include the date, reporter, category of issue (student, resident, teacher, environment), status (resolved/how, ongoing). Information from this record will only be shared in a de-identified manner. Identifiable information will only be shared with University administrators and affiliate partners on a need to know basis, or as may be required by University policy, law or court order.
- An annual report of teacher/learner relationship concerns including suggestions and actions to further enhance the teacher/learner relationship will be provided by the Associate Dean for the Learning Environment-Education and Professionalism to the SOM Coordinating Committee and reviewed by the Dean. This report would include the number of reports, category of the issue, status of the issue, and overall recommendations to enhance the student teacher relationship.
- Title IX concerns must be reported to ETIX Coordinator at the University of Missouri-Kansas City for investigation. Reports may be made to the Office of ETIX at (816) 235-6705.
- Reports may be made to the University's Ethics and Compliance Reporting Line either online at <https://report.ethicssuite.com/umshotline> or by calling 1-844-469-6383; reports to the Ethics and Compliance Reporting Line may be made anonymously.

Miscellaneous:

1. If the reported conduct involves unlawful discrimination or harassment, including sexual harassment, the matter will be referred to the Office of ETIX, and will be handled through University policies established for such reports.
2. The SOM will not tolerate any form of retaliatory conduct by or toward teachers or learners who report inappropriate conduct in good faith. Individuals, who believe that retaliatory action has been taken against them as a result of reporting or raising concerns regarding inappropriate conduct, may report such action through the procedures set forth herein.
3. If it is determined that a report of inappropriate conduct has not been made in good faith, the reporting individual may be referred for disciplinary action in accordance with appropriate University procedures identified elsewhere.
4. If it has been found that the standards of conduct have been violated, the individual and their supervisor will be notified. Violations deemed less serious may be addressed by education, mentoring, and monitoring of the individual. More serious and/or repetitive violations will be addressed through policies in place for students, graduate medical education learners, faculty, clinical affiliates, employment contracts, and/or UMKC according to the situation and the individual involved in the violation.

*Adapted from the AAMC LCME Standard, the Johns Hopkins School of Medicine Code of Professional Conduct and the AAMC 2019 Uniform Clinical Training Affiliation Agreement

POLICY ADMINISTRATION

Approved by Coordinating Committee on June 2, 2017

Revision #1 Approved by Coordinating Committee on July 25, 2017

Revision #2 Approved by Coordinating Committee on September 29, 2020

Revision# 3 Approved by Coordinating Committee on June 4, 2024

Revision# 3 Approved by Coordinating Committee on June 10, 2025