

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, 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
- Display behaviors that foster and reward patient trust in the physician, such as appropriate dress, grooming, punctuality, and respect for patient confidentiality

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. 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 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.



SSOM Mistreatment Policy and Definition

Mistreatment- either intentional or unintentional - occurs when behavior shows disrespect for the dignity of others and unreasonably interferes with the learning process (AAMC). It can encompass, but is not limited to, verbal, emotional, or physical actions that include humiliation, intimidation, discrimination, and sexual harassment.

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
- allowing medical students and housestaff under your supervision to

This policy does not mean that correction, accountability, standard-setting and even occasional frustration in critical moments of learning are unacceptable. This policy 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.

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

To discuss a concern **informally**, students can contact Ministry, ACE, a trusted faculty or dean, or speak to their course or clerkship director. Students can also **formally** report mistreatment by discussing directly with the Associate Dean for Student Affairs.

For **immediate anonymous** reporting and, students can utilize the Professionalism

REPORT A PROFESSIONALISM OR MISTREATMENT CONCERN

The Professionalism Review Committee of the Stritch School of Medicine will review formal reports of mistreatment to determine the appropriate next steps. Incidents of mistreatment or unprofessional behavior will be routed and responded to according to the following flow chart:

Intake

- Web Form
- Face-to-Face
- Clerkship Evaluation (Quarterly)

Professionalism Issue

- No → Filed
- Yes → Routed

Remediation Plan

- Accept Plan → Re-evaluation

PRC Responsible Party

- Human Resources (LUC/LJHS as Appropriate)
- Department Program Director (CC - Institutional GME Director, CC - Department Chair)
- Affiliate Faculty
- Institutional designate
- Department Chair or DIVISION DIRECTOR
- Faculty

Legend:

- ★ PRC has authority to suspend student
- PRC Responsible Party

Loyola University Chicago is an equal opportunity educator and employer.



**Expectations for
medical students,
housestaff and faculty**

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