

### Development of a Framework for Assessing Professionalism in Medical Students

**Background:** professionalism assessment is one of the most difficult issues in medical education. In related references, it is recommended that professionalism assessment should be according to the status and attention to culture of each society. The purpose of the study was to design an appropriate framework in order to assess professionalism among medical students of Mashhad University of Medical Sciences.

**Methods:** the professionalism assessment framework was developed in accordance with experts' perspective. Q methodology, that is a mixed research method to study people's viewpoint and subjectivity about the components of professionalism, was used to determine the relevant factors. The data were collected through focus group discussion and interview and analyzed quantitatively using exploratory factor analysis. In order to determine the most appropriate method, time, place and person to carry out the assessment, qualitative methods and interviews were used.

**Results:** the factors influencing professionalism assessment included individual capacity and attention to culture - knowledge, medical skills and responsibility - managerial skills and preserving human dignity - organizational commitment and excellence - respecting other people's rights and duty - respecting laws, communication skills and altruism. Direct observation, professors, hospital wards, duration of clinical courses were considered as the most appropriate method, assessor, place and time to assess professionalism among medical students.

**Conclusion:** a framework was designed in the study that included assessing factors, the best assessor and the most appropriate method, time and place in order to assess professionalism among medical students. On the condition that the shortcomings of the framework are corrected by further researches and localization, it could be used in other medical schools.

**Key words:** Framework, Professionalism assessment, Medical Students, Q Methodology

### ایجاد آسلوب لتقییم مستوی الحرفیه عند طلاب الطب

**التصویر و الهدف:** أن من أصعب المسائل فی التقییم فی حوزه التعلیم الطبی هو تقییم مستوی الحرفیه و قد اوصت المصادر الی إن فی تقییم الحرفیه یجب إن تلحظ المسائل الثقافیة فی کل مجتمع إن صرف لحده الدراره هو ایجاد آسلوب لتقییم مستوی الحرفیه عند طلاب الطب فی جامعه مشهر الطبیه.

**الأسلوب:** تم ایجاد الأسلوب حسب نظر المتخصصین المتعلمین و تم استخدام أسلوب کیو فی هذا المجال إن کیو هو أسلوب تحقیق ترکیبی الذی يتم استخدامه فی هذه الدراره من خلال وضع روئیة الافراد فی مجال مؤلفات الحرفیه بشكل کیفی عن طریق جلسات البحت الجماعی و الحوار تم تجمیع المطیبات و تملییرها.

**النتائج:** إن العوامل الذی تم تقیرها فی مستوی الحرفیه عباره عن : المستوی الاستیعاب النفسی، مستوی التوجه الی الثقافه و المستوی العملی. المراره الطبیه، تحمل المسئولیه، المراره الأدریه، حفظ الحرمان، التمرید الإداری و النمو و رعایة حقوق الاخرین. و معرفه اداء التکلیف و الإلتزام بالقانون و المراره فی التعامل و حسب النوع.

**الإستنتاج:** أدت هذه الدراره الی ایجاد أسلوب تم من خلاله تقییم العوامل النالیه، افضل مقیم. انسب أسلوب و ایضا تم تعیین الزمان و المكان لتقییم المستوی الحرفی عند طلاب کلیه الطب. یمكن رفع نواقص هذا الأسلوب من خلال اجراء دراسات اکثر.

**الكلمات الرئيسية:** اطار.تقییم مستوی الحرفیه، طلاب الطب، أسلوب کیو.

### میڈیکل طلباء میں پیشہ ورانہ صلاحیتوں کا جائزہ

**بیگ گراؤنڈ:** میڈیکل تعلیم کا ایک سب سے زیادہ مشکل مسئلہ پروفیشنالیزم کی جانچ کرنا ہے۔ میڈیکل کری کولم میں کہا گیا ہے کہ پیشہ ورانہ صلاحیتوں کا جائزہ ہر معاشرے کی تہذیبی خصوصیات کو مد نظر رکھ کر کیا جانا چاہیے۔ اس تحقیق کا مقصد ایسا ضابطہ بنانا ہے جس کے تحت مشہد میں میڈیکل کالج کے طلباء کی پیشہ ورانہ صلاحیتوں کا جائزہ لیا جاتا ہے۔

**روش:** پیشہ ورانہ صلاحیتوں کا جائزہ لینے کا یہ ضابطہ ماہرین کے نظریات کے مطابق بنایا گیا ہے۔ اس ضابطہ میں اصول و قواعد کے لئے کیو سسٹم سے استفادہ کیا گیا ہے۔ مناسب ترین روش، زمان و مکان اور جائزہ لینے والے فرد کا تعین کرنے کے لئے انٹرویوز سے کام لیا گیا۔

**نتیجے:** پیشہ ورانہ صلاحیت کا جائزہ لینے کے لئے فردی توانائیوں، تہذیب و تمدن، علم اور طبی مہارتوں نیز احساس ذمہ داری، مینجمنٹ مہارتیں، انسانی حرمت کے تحفظ کے جذبات، دوسروں کے حقوق کا تحفظ، فرائض منصبی کی پابندی، قانون کی پابندی، انسانی دوستی، براہ راست مشاہدہ، استاد، علاج معالجہ کا ماحول جیسے امور کسی میڈیکل طالب علم کے پروفیشنالیزم کی جانچ کے لئے ضروری قرار پائے ہیں۔

**سفارشات:** یہ تحقیق ایک ایسے ضابطے پر منتج ہوئی جس میں طلباء کی پیشہ ورانہ صلاحیتوں کا تعین کرنے کے لئے بہترین اصول بنائے گئے۔ اس پر مزید تحقیقات سے اس کے نقائص دور ہوسکتے ہیں اور مختلف طبی مراکز میں اسے استعمال کیا جاسکتا ہے۔

**کلیدی الفاظ:** دائرہ کار، پیشہ ورانہ صلاحیتیں، میڈیکل طلباء .

### طراحی چارچوبی برای سنجش پروفشنالیسم در دانشجویان پزشکی

**مقدمه:** سنجش پروفشنالیسم یکی از مشکل ترین حیطه ها در حوزه آموزش پزشکی است. در منابع مرتبط توصیه شده است که سنجش پروفشنالیسم بایستی با توجه به موقعیت و ویژگی های فرهنگی هر جامعه انجام شود. هدف این پژوهش، طراحی چارچوبی مناسب برای سنجش پروفشنالیسم در دانشجویان پزشکی دانشکده پزشکی مشهد بوده است.

**روش کار:** چارچوب سنجش پروفشنالیسم بر اساس دیدگاه صاحب نظران طراحی گردید. در این راستا و به منظور تعیین عوامل مورد سنجش از روش کیو استفاده شد. کیو یک روش تحقیق ترکیبی است که با استفاده از آن در این مطالعه دیدگاه های افراد درباره مؤلفه های پروفشنالیسم به شیوه کیفی و از طریق جلسات بحث گروهی متمرکز و مصاحبه جمع آوری گردید و به صورت کمی و با استفاده از روش تحلیل عاملی اکتشافی تحلیل شد. برای تعیین مناسب ترین روش، زمان، مکان و فردی که سنجش را انجام دهد، از روش کیفی و انجام مصاحبه استفاده گردید.

**نتایج:** عوامل مورد سنجش مرتبط با پروفشنالیسم تحت عناوین ظرفیت فردی و توجه به فرهنگ - دانش، مهارت پزشکی و مسئولیت پذیری - مهارت مدیریتی و حفظ حرمت انسانی - تعهد سازمانی و تعالی - رعایت حقوق دیگران و وظیفه شناسی - قانون مداری، مهارت ارتباطی و نوع دوستی نام گذاری شدند. مشاهده مستقیم، استاد، محیط های بستری و طول دوره بالینی به عنوان مناسب ترین روش، فرد ارزیابی کننده، مکان و زمان سنجش پروفشنالیسم در دانشجویان پزشکی تعیین گردیدند.

**نتیجه گیری:** این پژوهش منجر به طراحی چارچوبی گردید که در آن عوامل مورد سنجش، بهترین ارزیاب و مناسب ترین روش، زمان و مکان برای سنجش پروفشنالیسم در دانشجویان پزشکی مشخص شد. رفع نواقص این چارچوب با انجام تحقیقات بیشتر و بومی سازی آن، امکان استفاده از آن در سایر دانشکده های پزشکی را فراهم خواهد نمود.

**کلمات کلیدی:** چارچوب، سنجش پروفشنالیسم، دانشجویان پزشکی، روش کیو

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with 12 faculty members of Mashhad Medical School. These participants were aware of objectives of the study and have also been involved in determining the assessing factors in professionalism. During the interviews, the attendees were asked to express their opinions according to the determined factors obtained from Q methodology and the applicability to be performed at the Mashhad Medical School.

**RESULTS**

According to the results, six factors were determined to assess professionalism (table 1). The important point is that all of the analyzed Q statements' sample have significant factor loading and none of the statements were eliminated. Each factor were named based on the content.

**Table 1. Factor loadings of related statements and professionalism fundamental factors**

Statement	Factors* and Factor Loadings					
	1	2	3	4	5	6
Students should respect the cultural traits of patients, professor, employees, and peers including language, accent, and the accepted customs.	-.947	-	-.180	-.179	-	.172
Students should be just to gender, urban, rural and tribal inequality.	-.875	.208	.122	.343	-.167	.177
Students should not select medical profession only because of economic reasons and must have an appropriate attitude toward this profession.	.865	.193	-.172	.250	-.128	.325
Students should prevent from becoming too much friendly with the patients.	.804	.498	.272	.147	-	-
Students should behave properly to professor, employees, peers, patients and their family.	-.770	.235	.443	-.230	.269	.173
Students should be acquainted with health system and be aware of the advantages and disadvantages.	.749	-	.166	.619	.158	-
Students should be aware of their competency shortcomings.	.731	.464	-.319	-.138	-	-.352
Students should provide the opportunity for patients to express their problems and express empathy with them.	-.623	-.145	-.504	.417	-.127	-.383
Students should have community oriented attitude.	-.100	-.954	-	-.197	.169	-
Students should report the medical errors to the professor or resident.	.230	.915	.229	-.117	-.153	-.143
Students should have holistic approach toward the patient.	-	-.878	.392	.244	-	-.120
Students should have conscience in working and be perseverant to do their duties.	-	-.734	.187	-.362	-.498	.197
Students should prevent plagiarism	-	.673	-.670	-	.266	.163
Students should be able to do teamwork in educational process.	-.541	.649	-	-.239	.474	-
Students should think more than their own properties, they should respect the identity of patient, professor and peers.	-	-.119	.962	.226	-	-
Students should have effective teamwork to provide the best services to the patients.	-	.142	-.911	-.225	-.312	-
Students should be aware of their own rights and defend them.	-.188	.252	.797	.118	.501	-
Students should be able to keep secret.	.131	-	.749	-.615	-.157	.131
Students should be able to decide appropriately in difficult situations.	.533	-.257	.572	-.177	.304	-.445
Students should be committed to the objectives of the university.	.263	-.174	.134	.931	-.105	-
Students should have sufficient medical knowledge.	.171	-.322	-	.863	.165	.305
Students should have creativity while facing with new situations.	.117	-.548	-	-.818	-	-.113
Students should use the opportunities to learn continuously both for their own and others.	-.232	-.271	-.391	-.790	.272	-.148
Students should have clinical and manual skills.	.581	-	-.314	-.595	.455	-
Students should respect the patients' rights and diagnose and select the best treatment to provide healthiness for the patients.	.214	-	-.306	-	-.922	-

Table 1. Continued.

Statement	Factors* and Factor Loadings					
	1	2	3	4	5	6
Students should be patient toward various different behaviors and ideas.	-	.210	-.365	.167	-.875	.145
Students should reply to patients' questions after diagnosis and provide the necessary educations.	-	.258	-	-.159	-.805	-.507
Students should be honest in their behavior and speech.	-.116	-.305	-.110	.515	-.775	.126
Students should be aware of their duties and perform them properly.	.550	.307	-.275	-	.677	.261
Students should be up to date about new treatments and drugs.	.343	-.422	-.537	.151	.596	-.193
Students should be punctual and be present in educational sessions regularly.	-	-.163	-	.237	.129	.947
Students should wear professionally and be in harmony with educational norms.	-.276	.276	-.158	-	-.138	.893
Students should respect the values of the society.	-.110	.198	.473	-.144	-	.838
Students should have appropriate verbal and nonverbal skills in communication with patients.	-.329	.321	.525	-	-.295	-.653
Students should use the best evidences for treatment.	-.320	.162	-.136	.521	.513	-.564
Students should have self-confidence and can decide about disease by themselves and diagnose and treat properly.	.267	.464	-	-.453	.444	-.551

\* First factor: individual capacity and attention to culture; second factor: knowledge, medical skill and responsibility; third factor: managerial skill and preserving human dignity; fourth factor: organizational commitment and excellence; fifth factor: respecting others' rights and duty; six factor: communication skills, altruism and respecting law.

There were 8 statements related to the first factor including individual capacity and attention to culture; 6 statements relevant to the second factor named as knowledge, medical skill and responsibility; 5 statements related to the third factor called managerial skill and preserving human dignity; 5 statements connected with the fourth factor called as organizational commitment and excellence; 6 statements linked to the fifth factor named as respecting others' rights and duty; and 6 statements related to the sixth factor named as communication skills, altruism and respecting law. Each of them allocated 21%, 18%, 17%, 16%, 14%, 12% variance, respectively. Based on the interviewees' opinion Direct Observation, Objective Structured Clinical Examination, Educational Portfolios, Professionalism Mini Evaluation Exercise, Videotape Analysis, Situational Judgment Test, Self-Assessment, Peer Assessment, Patient Evaluation and 360 degree were considered as assessing methods; professor, assistant, peer, patients and their family and the students themselves were regarded as the assessors; inpatient and outpatient setting, emergency and the simulated environment were perceived as the place of assessment; the end of clinical course, the beginning and the end of the clinical course and permanently during the clinical course were considered as the time for assessment. Summing the ideas up and including the applicability capacity direct observation, professor, hospital wards were chosen as the most appropriate method, assessor and place, respectively. The best time of professionalism assessment was the beginning, the end and during the clinical course. In other words, the factors of professionalism should

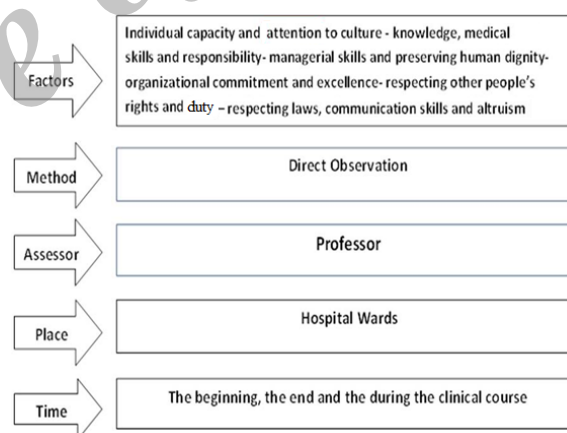


Figure 2. the designed framework for professionalism assessment among medical students.

be assessed in students during their clinical education courses in terms of time. Finally, based on the results, the overall framework of professionalism assessment was designed for the students of Mashhad Medical School. (Figure2).

## DISCUSSION

Different parts of the framework include assessing factor, method, assessor, place and time to assess professionalism among medical students of Medical University of Mashhad.

In the qualitative study of Wagner et al (2007), medical students, assistants, professors of faculty members and patients concurred with three factors including knowledge and technical skills, doctor-patient relationship and character virtues about professionalism (3). Since in this study the majority of the samples were faculty members, the underlying factors of faculty professionalism map in Wagner study and ours were compared and they were similar in some factors such as duty, confidentiality, communication and the appearance. Al-Eraky et al (2012) added autonomy of professional factor to the American Board of Internal Medicine framework which consisted of altruism, accountability, excellence, duty, honor and integrity, and respecting others. The new factor was added due to the fact that the doctors were more powerful in decision-making process than the patients in Eastern societies (8). The framework that is designed in our study includes the factors of ABIM; however since it was designed for medical students, the researchers did not consider autonomy of professional factor because this factor is not related to students' duties. In Morgan research (2009) those characteristics of the professional graduates were assessed that have the possibility to be measured actually (9) that is similar to the objectives of our study. Moreover, factors such as demonstrating empathy and compassion with the patients, good communicational skills, awareness of social, cultural and economic issues, demonstrating professionalism, demonstrating leadership and team spirit, demonstrating clinical competence, demonstrating lifelong learning skills, and demonstrating innovation except for critical thinking are considered in this study. While conducting the review of the literature, a few studies, similar to the mentioned study, considered critical thinking as a factor of professionalism; in interviews and focus group discussions, critical thinking was not considered as a factor of professionalism. Therefore, according to the mentioned reasons and as during the process of the study it was attempted to prevent the extension of the numbers of statements in Q samples in order to save time and improve accuracy, therefore, the critical thinking was not considered

in the framework as a factor of professionalism assessment. Rees & Shepherd (2005) conducted a research about assessing acceptability of 360 degree, they presented that this assessment has both positive and negative effects on learning and behavior; the causes are environmental influences and the related factors of assessment and assessors (10). Cottrell and his colleagues' study (2006) indicated that although peer assessment is a practical method, several assessors are required to estimate reliable professional behavior of students (11). Since, in our study the practicality of the assessment method was important for the researchers, 360 degree method was not confirmed, although it is a perfect method to assess professionalism. Only one of the attendees mentioned this method as the most appropriate and practical method. Moreover, the interviewees mentioned that using standardized patient is an appropriate method to assess professionalism among medical students but it is expensive and peer assessment or patient assessment misleads the assessment.

Different researches have been conducted about the factors of professionalism assessment in the universities of other countries. The crucial point of the study was that a practical framework was designed relevant to our culture which is practical in the present conditions and existing resources in the society. The basic application of the result is to provide professionalism assessment among medical students and make appropriate tool. If the weaknesses of the framework are fixed, it could be used at other universities. The major limitation of the study is that the patients' ideas are not considered in the framework because it was difficult to access them.

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