



DEPARTMENTAL POLICIES & PROCEDURES

Department Name: **COLLEGES OF NURSING, KING SAUD BIN ABDULAZIZ UNIVERSITY FOR HEALTH SCIENCES**

Region: **CENTRAL,
WESTERN AND EASTERN
REGION**

Subject: **POLICY AND PROCEDURES FOR DISCIPLINARY ACTION DURING INTERNSHIP**

Original Date: **MARCH 2016**

Revised Date: -

Reference: **CON-IU-05**

Replacement: -

Applicable: **This policy is applicable to all KSAU-HS CON Interns**

1. PURPOSE

This DPP aims at outlining policies, procedures and processes related to disciplinary actions during the internship year.

2. DEFINITIONS

- 2.1 **CON-IU:** is an acronym for College Of Nursing – Internship Unit
- 2.2 **KSAU-HS** is an acronym for King Saud bin Abdulaziz University for Health Services.
- 2.3 **Nursing Internship Program:** a minimum of 48 weeks of mandatory clinical training following successful completion of the BSN credit hours. It is a requirement of Ministry Education to award Baccalaureate Degree in Nursing, and a requirement also of Saudi Commission for Health Specialties to grant professional registration.
- 2.4 **Nurse Intern:** is a graduate from CON who has completed successfully the credit hours of BSN program and enrolled in internship training.
- 2.5 **Disciplinary Actions:** a set of progressive actions designed to correct the student/intern behavior in response to a perceived/actual misdemeanor or wrongdoing in area related to academic, clinical and/or professional conduct
- 2.6 **Disciplinary Committee** is a committee established in CON for a period of two years by the direction of the president of KSAU-HS. This committee is comprised of the CON Dean as chairperson (or his/her designee), the Associate Dean for Clinical Affairs, the Director/Chairperson of the Internship Unit, one faculty member. Depending on the nature of incident, a representative from clinical site where the incident occurs may be invited at the discretion of the Dean CON.
- 2.7 **Intern Incident record:** a written record that is completed by an academic or service staff who supervises interns' training at the clinical site for the purpose of describing and documenting interns' professional, personal and/or clinical misconduct.

- 2.8 **Counseling:** is the provision of professional assistance, advice and guidance by entitled member(s) to a Nurse Intern for the purpose of improving her attitudes/behaviors and resolving issues related to performance.
- 2.9 **Severity of violation:** acts that violate stipulated regulations of CON and KSAU-HS can be classified as minor, moderate and serious. Severity of the incidence is evaluated on discretion of CON-IU Director or Chairperson

3. POLICY STATEMENTS

- 3.1 CON interns are part of KSAU-HS student population. Therefore, in case of misconduct or wrong doing, KSAU-HS Bylaws of Disciplinary Actions will apply. CON interns shall not be disciplined according to the placement site disciplinary protocol.
- 3.2 Professional counseling will be the first line of management of Nurse Interns' misdemeanor. Disciplinary actions will be followed when Nurse Intern fails to improve despite continued counseling and other non disciplinary measures.
- 3.3 Clinical settings facilitating internship training for CON Nurse Interns shall report in writing to the concerned college through CON-IU incidences where interns found involved in and pertinent to professional, clinical, personal and/or academic misconduct.
- 3.4 **Nurse Intern Incident Report Form** (Appendix 1) will be utilized by the staff from the clinical sites to report Nurse Interns' misconduct.
- 3.5 Deliberate violation of the college, clinical site and the internship program rules and regulations during training will subject the Nurse Intern to progressive disciplinary actions if the behavior/attitude is not corrected. These violations may include, but not limited to,:
- 3.5.1 **Punctuality and attendance:**
 - 3.5.1.1 Unpunctual arrival and deparutal record from the training site.
 - 3.5.1.2 Violation of placement site policies related to punctuality & break time
 - 3.5.1.3 Unauthorized absence
 - 3.5.1.4 Refusal to work weekends and night shifts
 - 3.5.1.5 Failure to follow the placement site notification procedures related to leave
 - 3.5.1.6 Failure to file leave requests appropriately and timely
 - 3.5.2 **Dress code**
 - 3.5.2.1 Violation of CON dress code policy
 - 3.5.2.2 Violation of the clinical site dress code policy
 - 3.5.3 **Professional and clinical conduct**
 - 3.5.3.1 Any action that is detrimental to honor and dignity, or which violate good conduct either inside or outside the placement area

- 3.5.3.2 Misconduct with colleagues, faculty, clinical site staff, patients and their families, patient visitors, and workers of companies serving the placement site or abusing them verbally or physically.
- 3.5.3.3 Forging academic/clinical documents or other public notice and using it for illegal purposes
- 3.5.3.4 Violation ethical code of conduct of the placement site or of nursing in general
- 3.5.3.5 Violating the placement site clinical policies, procedures, care protocol.
- 3.5.3.6 Violating the placement site regulation for safe practice.
- 3.5.3.7 Violating patients' confidentiality and privacy.
- 3.5.3.8 Inflicting harm on patient deliberately.
- 3.5.3.9 Practice outside the defined scope of practice
- 3.5.3.10 Practice without proper supervision from a preceptor.
- 3.5.3.11 Falsifying patients' records or fabricating nursing care.
- 3.5.3.12 Failure to report error or omission in treatment, medication and care.
- 3.5.3.13 Failure to report witnessed misconduct or malpractice.
- 3.5.3.14 Any type of unsafe practice such as discrimination, refusal to provide high
- 3.5.3.15 Improper use of mobile while in the clinical site.
- 3.5.3.16 Divulging information to media regarding events that took place in training site.

3.5.4 Academic conduct

- 3.5.4.1 Cheating in examination or attempting to cheat. It includes cheating in assignments, presentations, and study modules.
- 3.5.4.2 Violating clinical/written examination instructions and disturbing the exam quiet atmosphere.
- 3.5.4.3 Forging the signature of supervisor on competency assessment sheets

3.5.5 Personal conduct

- 3.5.5.1 Organizing activities or societies which are not consistent with the CON and the university regulations without permission from the concerned authority.
- 3.5.5.2 Actions against the college or the training site systems and property
- 3.5.5.3 Any damage or attempts to damage possessions, equipment, materials, supplies, books and laboratory/patient unit holdings.
- 3.5.5.4 Misuse of the college/clinical site facilities.
- 3.5.5.5 Issuing or distributing circular or collecting money or signature without proper approval from the CON.

3.6 Disciplinary Penalties are:

- 3.6.1 Written notice
- 3.6.2 Written warning

- 3.6.3 Depriving the Nurse Intern from enjoying some of the study benefits that other students enjoy (such as library access, discounted transport vouchers).
- 3.6.4 Extending the clinical rotation time where violation occurs.
- 3.6.5 Canceling the entire Nurse Intern clinical rotation where violation occurs and assigning a fail grade for this rotation.
- 3.6.6 Withholding internship training for a set period of time.
- 3.6.7 Dismissal of the Nurse Intern from the college.
- 3.7 Authorities in charge of imposing penalties:
 - 3.7.1 Chairperson of CON-IU OR Associate Dean of Clinical Affairs can impose penalties stated in articles 3.6.1 & 3.6.2 of this policy
 - 3.7.2 The Dean, CON can impose penalties stated in articles 3.6.1, 3.6.2, & 3.6.3.
 - 3.7.3 The Disciplinary Committee has the right to recommend imposing all penalties mentioned in article 3.6 of this policy except articles 3.6.6, & 3.6.7.
 - 3.7.4 The KSAU-HS University President has the right to impose the penalties stated in articles 3.6.6 & 3.6.7 of this policy after considering the college Deans opinion. Further, he has the right to forbid Nurse Intern referred to Disciplinary Committee to enter the college and the training site premises until the day of presenting before the Disciplinary Committee.
- 3.8 All penalties imposed to the Nurse Intern will be kept in the intern's file in the CON.
- 3.9 All imposed penalties after the first warning will be circulated to concerned hospital staff. Based on concerned hospital staff discretion, it may be utilized as evidence that may impact future specialized career choices and employment of Nurse Intern.
- 3.10 All penalties imposed on Nurse Interns after the second incident of misconduct will be imposed by the chairperson/Director of CON-IU, Chairperson of the Disciplinary Committee as appropriate.
- 3.11 Referring the Nurse Intern to the Disciplinary Committee rests with the Associate Dean for Clinical Affairs/chairperson of CON-IU or equivalent
- 3.12 Nurse Intern shall be notified about the imposed penalty in writing by the authority that imposed it no later than 7 days after issuance.
- 3.13 CON shall ensure proper orientation of Nurse Interns and concerned hospital staff to this DPP.

4. PROCEDURES

- 4.1 CON Nurse Intern will receive a copy of this DPP upon commencement of her internship training and will confirm fully understanding of its content against signature.
- 4.2 CON will circulate this DPP to concerned members in the clinical setting and ensure their full awareness off through an appropriate mean (formal orientation, discussion group, formal circulation, etc.)

- 4.3 Entitled hospital staff members will report to CON in writing Incidents of Nurse Intern misconduct and misdemeanor no later than three days of occurrence utilizing **Nurse Intern Incident Record Form.**
- 4.4 CON-IU will investigate all incident reports received from clinical settings and will decide the next course of actions or penalty (according to the seriousness of the act committed in accordance to this DPP) no later than 3 working days of receiving the report.
- 4.5 The concerned Nurse Manager will provide professional counseling to Nurse Intern when first incident of misconduct occurs without having to keep a written record of it.
- 4.6 All subsequent reported incidences will require professional counseling that will be provided jointly by a member of the CON-IU and an entitled member from the service staff in the clinical setting.
- 4.7 CON-IU jointly with concerned service staff will properly and timely document professional counseling utilizing **Intern Professional Counseling Form**
- 4.8 Committing violations stipulated in article number 5.5 of this DPP will subject the Nurse Intern to progressive penalties as follows:
 - 4.8.1 **When minor to moderate violation is committed for the first time** the concerned Nurse Manager will provide verbal professional counseling to Nurse Intern. No documentation is required for first incident.
 - 4.8.2 **When minor to moderate violation is committed for the second time:**
 - 4.8.2.1 The concerned Nurse Manager will complete and sign an Intern Incident Record and forward it to CON-IU, then will provide professional counseling to Intern and document it utilizing **"Intern Professional Counseling Form"**.
 - 4.8.2.2 The completed forms must be forwarded to CON-IU by the Nurse Manager no later than 3 days of occurrence.
 - 4.8.2.3 The Director/Chairperson of CON-IU will Issue first written notice and notify the Nurse Intern about it within 7 days of its issuance.
 - 4.8.2.4 Written notice will be kept in the intern file at CON-IU and will NOT be circulated to concerned clinical area.
 - 4.8.3 **When minor to moderate violation is committed for the third time:**
 - 4.8.3.1 The concerned Nurse Manager will complete and sign an Intern Incident Record and forward it to CON-IU.
 - 4.8.3.2 A member from CON-IU and the Nurse Manager will jointly provide professional counseling to Nurse Intern and document it utilizing **"Intern Professional Counseling Form"**
 - 4.8.3.3 The Director/Chairperson of CON-IU will Issue first written warning and notify the Nurse Intern about it in writing within 7 days of its issuance.
 - 4.8.3.4 Warning will be kept in the intern file at CON-IU and will NOT be circulated to concerned clinical area.
 - 4.8.4 **When minor to moderate violation is committed for the fourth time:**

- 4.8.4.1 The concerned Nurse Manager will complete and sign an Intern Incident Record and forward it to CON-IU.
- 4.8.4.2 Director/Chairperson of CON-IU and the Director of Nursing Education (or equivalent) from participating hospital will jointly provide professional counseling.
- 4.8.4.3 The Director/Chairperson of CON-IU will issue second written warning and notify the Nurse Intern about it within 7 days of its issuance.
- 4.8.4.4 Second written warning will be circulated to concerned hospital staff. It may be utilized by hospital staff as evidence that may impact future specialized career choices and employment of Nurse Intern.
- 4.8.5 **When minor to moderate violation is committed for the fifth time:**
 - 4.8.5.1 The concerned Nurse Manager will complete and sign an Intern Incident Record and forward it to CON-IU.
 - 4.8.5.2 Director/Chairperson of CON-IU and the Director of Nursing Education (or equivalent) from participating hospital will jointly provide professional counseling.
 - 4.8.5.3 The Director/Chairperson of CON-IU will Issue third written warning and refer the Nurse Intern to Disciplinary Committee after discussing the case with the Associate Dean for Clinical Affairs or equivalent. Nurse Intern must be notified about warning & referral within 7 days of its issuance.
 - 4.8.5.4 Third warning will be circulated to concerned hospital staff. It may be utilized by hospital staff as evidence that may impact future specialized career choices and employment of Nurse Intern.
- 4.8.6 The Disciplinary Committee will investigate all referrals of misconduct and imposes penalties in accordance with article 3.7.3 of this DPP.
- 4.9 Subsequent violation(s) by the same Nurse Intern must be documented and she must be counseled on each subsequent violation. Copies of all completed incidences/counseling will be forwarded to CON-IU and the offices of Director of Nursing Education (or equivalent) at the participating hospital.
- 4.10 Subsequent violation(s) by the same Nurse Intern will subject her to severely progressive disciplinary actions as defined by KSAU-HS.
- 4.11 When serious violation is committed by a Nurse Intern even for the first time, she will be referred directly to Disciplinary Committee or the university president for appropriate action. Seriousness of the incidence is evaluated on discretion of CON-IU Director or Chairperson.
- 4.12 All matters not addressed in these guidelines are subject to review and decision by the Dean, CON.

5. RESPONSIBILITY

It is the responsibility of the CON Nurse Interns to understand and practice according to this DPP.

It is the responsibility of CON-IU to ensure that the staff from participating hospital who are involved with interns fully understand this policy

It is the responsibility of CON interns, CON-IU management and staff, the Dean, The Associate Dean for Clinical Affairs, members and Chair of Disciplinary Committee and the participating hospitals to ensure effective implementation of this policy.

6. RELATED REFERENCES

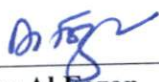
- 6.1 Ministry of Education Bylaws, KSA
- 6.2 Nursing Internship Curriculum at KSAU-HS
- 6.3 KSAU-HS Disciplinary Action Bylaws for Students
- 6.4 Guidelines: Management of Attendance, Absenteeism and Punctuality during Internship (CON-R 2014)
- 6.5 DPP 03 CON-IU Leave Policy and Procedures during Internship (2016)
- 6.6 APP 018: KSAU-HS Female Students and Interns Dress Code Policy

7. APPENDICES

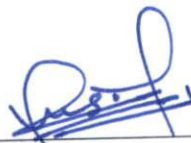
- Appendix 1 - Nurse Intern Incident Report Form
- Appendix 2 - Intern Professional Counseling Form

8. RECOMMENDATIONS


RECOMMENDED BY:



Dr. Haya Al Fozan
Dean, CON-Riyadh
Date: 30 MAR 2016



Dr. Tagwa Omer
Dean, CON-Jeddah
Date: 30 MAR 2016



Prof. Shadia Abd El Kader Hassan
Dean, CON-Al Ahsa
Date: 30 MAR 2016

9. APPROVAL

APPROVED BY:



Prof. Youssef Al Eissa
Vice President, Educational Affairs
King Saud bin Abdulaziz University for Health Sciences

Date

King Saud Bin Abdulaziz University For Health Sciences (KSAU-HS)
Colleges of Nursing (CON)
Internship Unit



Intern Incident Record

Intern's Name:

Badge Number:

Date:

Placement site:

Unit:

Rotation:

Nature of incident:

☐ Lateness/Absenteeism

☐ Ethical /Professional Conduct

☐ Academic progress

☐ Clinical Practice

☐ Work place harassment/violence

☐ Others: (Please Specify)

Description of the incident (by the reporter):

Description of the incident (by the intern):

Immediate Action Taken:

Completed by:

Name: _____ Title: _____ BN _____ Signature: _____

Reviewed By:

Nurse Manager: _____ BN _____ Signature: _____

Intern Name: _____ BN _____ Signature: _____

King Saud Bin Abdulaziz University For Health Sciences (KSAU-HS)
Colleges of Nursing (CON)
Internship Unit



Guidelines on reporting incidents related to CON Nurse interns

- The enclosed form (interns' incident report) is developed to report Incidents unfavorable related to CON interns' professional/ethical conduct, clinical practice and performance and academic progress.
- Keeping track of interns' related incidents is crucial for improving the quality of training for interns, ensuring patient safety and enforcing Just Culture Principles.
- The completed report must include factual description of the incident as perceived by both the staff reporting the incident and the concerned intern.
- Nurse Manager, Clinical Resource Nurse/Nurse Educator, or other **senior staff** involved with interns' placement in the clinical site may complete this form.
- A CON intern may complete this form if; she believes that she has been treated unfairly, the quality of her mentoring at the unit level is unsatisfactory or may lead to unsatisfactory attainment of her objectives, she experiences work place harassment or violence, etc....
- The Intern's signature on the form indicates awareness with the completed report and not necessarily full agreement to the content when the form is completed by clinical site staff. Likewise, Nurse Manager Signature on the form indicates awareness of the reported incident and not necessarily full agreement with the content when the form is completed by an intern.
- A completed report must be reviewed by the concerned NM (whether completed by Nursing staff or the intern), then she shall forward copies, no later than 3days after occurrence of the incident, to College of Nursing – Internship Unit (CON_IU) and to the Director of Nursing Education in the clinical site (NS) or equivalent.
- All reported incidents will be reviewed jointly by CON –IU & the Director, Nursing Education Department – NS (or equivalent) whereby further actions/interventions (if needed) are decided accordingly.
- The original form shall be kept in the Intern's Central File.
- The content of Intern's Central File is classified as **CONFIDENTIAL**. Therefore accessing interns' files is restricted to authorized CON & Nursing Service staff only.
- Disclosure of information/documents related to reported incident(s) in which an intern has been involved to her next rotation is not permitted unless an approval from CON-IU is granted.
- Interns' incident report **does not** replace the formal clinical site incident reporting system.

King Saud Bin Abdulaziz University for Health Sciences (KSAU-HS)
Colleges of Nursing (CON)
Internship Unit



Intern's Counseling Form

Intern's Name:

Badge Number:

Date:

Placement site:

Unit:

Rotation:

Reason for counseling:

☐ Lateness/Absenteeism

☐ Ethical /Professional Conduct

☐ Academic progress

☐ Clinical Practice Related Issue ☐ Others: (Please Specify)

Brief description of reason for referral:

Summary of the counseling session:

Action taken:

Counseled by:

Name: _____ Title: _____ BN _____ Signature: _____

Intern Name: _____ BN _____ Signature: _____



Guidelines on Documentation of CON Nurse Interns' Professional Counseling

- The enclosed form "Intern's Counseling Form" will be utilized to document any professional counseling provided to CON Nurse interns as a result of being involved in an incident concerning violation of professional/ethical conduct, clinical practice guidelines and standards of care , performance or else.
- Professional counseling shall be provided by a member or Chairperson/Director of CON Internship Unit (CON-IU) and/or a senior member from hospital staff who are involved with interns (Nurse Manager, Director, Nursing Education or equivalent, Director Clinical Nursing) members who can provide professional counseling are defined in CON-IU 05 DPP: Policy and Procedures for disciplinary action during internship.
- Counseling should take place no later than 3 working days after occurrence of the incident that led to it.
- A completed counseling report shall be forwarded by the concerned NM no later than 3days after occurrence, to CON-IU along with a copy to the Director, Nursing Education Department (NS) or equivalent for follow up and record keeping
- The completed counseling form shall be kept in the Intern's Central File.
- The content of Intern's Central File is classified as **CONFIDENTIAL**. Therefore accessing interns' files is restricted to authorized CON-IU & Nursing Service staff only.
- Disclosure of information/documents related to an intern's professional counseling to her next rotation is not permitted unless an approval from CON-IU and the Director, Nursing Education Department (NS) or equivalent is granted.