

Procedure for UME Mistreatment investigation (approved, UME management February 6, 2016)

There are three broad ways student can report to mistreatment/professionalism concerns.

- 1) **Anonymously (through end-of-course or end-of-clerkship survey and/or preceptor ratings)**

PROCESS:

- **The UME Program Evaluation Consultant presents regularly to UME management**
 - o **If possible, the Associate Dean of Equity and Professionalism (EPO) is invited to attend if a concern is being flagged**
 - **Teaching concerns are discussed (by Assistant Deans) with course/clerkship leaders**
 - **Mistreatment/professionalism concerns proceed in the following manner:**
 - o **Five years of evaluations and comments are screened**
 - o **One single “minor” concern (example of “minor”: future student physical/emotional well-being not jeopardized by this preceptor continuing to teach) would lead to:**
 - **the concern brought to the attention of course/clerkship leaders**
 - **They would discuss with preceptor involved**
 - **At their discretion/wish could involve Assistant/Associate Dean and/or divisional/departmental leadership**
 - o **repeated “minor” concerns or a major concern (example of “major”:future student physical/emotional well-being jeopardized by this preceptor continuing to teach) would lead to immediate meetings involving:**
 - **course/clerkship leadership (who could excuse themselves if they wished)**
 - **the preceptor involved**
 - **Assistant and/or Associate Dean**
 - **Division/Departmental leadership (who could be notified and defer to UME if they wished)**
 - **At any time, Associate Dean can ask for advice from EPO or main campus office of protected disclosure (+/- professionalism consultation advisory group)**
- 2) **The mistreatment.ucalgary.ca website**
 - a. **Reports of faculty mistreatment or faculty professionalism concerns are sent to the Student Advocate for Mistreatment, and then forwarded to the Associate Dean UME. There is an option for students to send the report directly to associatedean.ume@ucalgary.ca**
 - b. **This can be anonymous, or not**
 - c. **Process would be identical to above except would feedback to student if not anonymous**
 - 3) **Directly from students and/or Student Advisors for Mistreatment**
 - a. **Process identical to above, including feedback to student**

- b. If the concern is “major” and the student is still working with faculty member, the student would be removed from that preceptor pending further investigation (same if similar concern came by way of mistreatment.ucalgary.ca)**

NOTES:

- **Department Heads will be involved for repeated minor concerns or a major concern**
- **Department Heads will not be involved for a single minor concern, unless:**
 - **The concern raises the possibility of problems in another area (PGME, clinical)**
 - **The concern is not met with a favorable interaction from the preceptor**
 - **The course chair, clerkship director or the Student Advocate for Mistreatment feel that it should be reported**
- **Concerns involving faculty members in TUCFA will be investigated by the Office of Protected Disclosure (Ms Shirley Voyna)**

“Scorecard” for faculty concerns, time period July 01 2014-September 01 2015

Setting	Issue	Method of Complaint	Outcome
Lecture	Unprofessional comment	Anonymous: survey	Meeting with UME Assistant/Associate Dean, letter to division and department head: no further transgressions allowed
Small group	Unprofessional comment	Anonymous: survey	Meeting with UME and course chairs: preceptor removed from teaching
Clinical environment	Unprofessional comment	Directly from student	Meeting with UME and Dept Head: removed (voluntarily) from teaching Involved student informed and felt resolved adequately
Clinical environment	Unprofessional comments	Directly from student	Meeting with UME and Dept Head: preceptor genuinely apologized. Monitoring Involved student informed and felt resolved adequately
Clinical environment	Concern over behavior causing uncomfortable learning environment	From member of the public	Clerkship director discussed with clerk. Resolved, the clerk had no issues at all with the behavior and felt happy with the learning environment.
Clinical environment	Concern over patient care issues	Directly from student	Not a preceptor at our institution. No prior comments over last 5 years. Monitoring. Involved student informed and felt resolved adequately, with monitoring
Clinical environment	Concern over level of student responsibility (in 2 clerkships)	Student Professionalism committee, anonymous	Discussed with relevant clerkship director, further communicated to preceptor groups
Lecture	Unprofessional comments	Anonymous: survey	Assistant Dean pre-clerkship has discussed with preceptor: monitoring
Clinical environment	Unprofessional comments	Anonymous: survey	Discussed with Clerkship Director, repeated offenses, thus removed from teaching
Clinical environment	Negative resident interaction	Directly from student	Meeting between clerkship leadership and resident. Letter sent to UME Assistant Dean. Involved student informed and felt resolved adequately

Small group	Unprofessional comment	Anonymous: survey	Course chair discussed with preceptor, isolated event: monitoring
Small group	Unprofessional comment	Anonymous: survey	Course chair discussed with preceptor, isolated event: monitoring