STUDENT MISTREATMENT

Purpose of this Document:

Process for how students can report mistreatment in the Undergraduate Medical Education Program.

Procedures:

There are four broad ways student can report mistreatment/professionalism concerns related to faculty.

1. Anonymously through end-of-course or end-of-clerkship survey and/or preceptor ratings (these will flag to Assistant Dean and UME Director of Program Evaluation), or directly to
   associatedean.ume@ucalgary via the mistreatment.ucalgary.ca website).
   
   PROCESS:
   a. The UME Program Evaluation Director presents regularly to UME management
   - If possible, the Associate Dean of Professionalism, Equity and Diversity (OPED) is invited to attend if a concern is being flagged
   b. Teaching concerns are discussed (by Assistant Deans) with course/clerkship leaders
   c. Mistreatment/professionalism concerns proceed in the following manner:
   - Five years of evaluations and comments are screened
   - 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
     ➢ In most instances, they would discuss with preceptor involved (a formal meeting may not take place if this is a minor concern in the setting of very positive comments)
     ➢ At their discretion/wish could involve Assistant/Associate Dean and/or divisional/departmental leadership
   - 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)
   d. At any time, Associate Dean can ask for advice from OPED or main campus office of protected disclosure

2. Directly to UME, non-anonymously
   - Can be through a direct report or the mistreatment.ucalgary.ca website
   - Process would be identical to above except would feedback directly to student
3. Reporting to the Faculty Advocates Against Mistreatment (FAAM)
   - The FAAM will discuss, support and validate
   - Options include:
     • Not reporting to UME
     • Reporting to the respective Assistant Dean, which would trigger:
       o A five-year review of feedback
     • If minor and non repetitive
       o Involvement of the Course/Clerkship Chair
     • If major or repetitive
       o Involvement of Associate Dean and Department Head
     • Feedback to student (if identity known)

4. Directly to main campus
   a. Students can go directly to the main campus Student Ombuds, or the Office of Protected Disclosure

Instructions/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 FAAM feel that it should be reported
• The Office of Protected Disclosure will be notified for concerns involving faculty members in TUCFA
• Depending on the offense, students can also involve the police.
• Students can also report directly to the College of Physicians and Surgeons of Alberta (as any member of the public can).
• In each case, incidents/individuals who are investigated are then anonymously described on the report card on OSLER, which is updated yearly.
• A similar process would be followed for residents, except in their situation the Program Director would be involved.
• A similar process would be followed for staff, and allied health professionals, except in their situation there would be involvement of appropriate managers/supervisors/unions (e.g. AUPE).

Investigation Procedure for Student Mistreatment:

Student discusses with FAAM, or any UME faculty, who will support and validate.
1. If possible, the FAAM will facilitate a conversation and resolution between the students involved.
2. The FAAM (or faculty member) will engage, when appropriate:
   a. The Student Professionalism Committee, and/or
   b. Main campus Student Non-Academic Misconduct office, and/or
   c. OPED
3. Depending on nature of office, the UME (and potentially Student Academic Review Committee) will get involved.

Approved: UME Management
Effective: April 11, 2017
Revised: November 27, 2018