

## Guidance Notes for Learning Support, Remediation, and Probation

	Learning Support (Informal)	Remediation (Formal)	Probation (Formal)
<i>Definitions</i>	<ul style="list-style-type: none"> <li>Although there is no formal definition of “learning support” in PGME policies, this is an opportunity for a program to address identified deficits early (i.e. before remediation) through the development of a support plan that occurs concurrently with the resident’s regular program.</li> </ul>	<ul style="list-style-type: none"> <li><i>A Remediation Program is a formal program of individualized educational support, assessment and monitoring designed to assist a Resident in correcting identified performance deficiencies.</i> (PGME Resident Remediation, Probation &amp; Dismissal Policy 4)</li> </ul>	<ul style="list-style-type: none"> <li><i>Probation is a period of training during which a Resident is expected to correct serious weaknesses that are felt to jeopardize their successful completion of the Program. Probation implies the possibility of dismissal from the Program if sufficient improvement in performance is not identified at the end of Probation.. It is composed of a formal program of individualized educational support, assessment, and monitoring designed to assist a Resident in correcting the serious performance deficiencies identified.</i> (PGME Resident Remediation, Probation &amp; Dismissal Policy 6)</li> </ul>
<i>Key Differences</i>	<ul style="list-style-type: none"> <li>Learning Support provides a resident with additional support as they progress through their program.</li> <li>Learning Support is an <u>informal</u> process managed within the program. A written Learning Support Program will be signed by the Resident, PD or delegate. PGME can provide assistance to the program in developing a learning support plan.</li> <li>Rotations may be slightly modified however learners continue to be assessed <u>in relation to the objectives of the regular rotation.</u></li> </ul>	<ul style="list-style-type: none"> <li>Remediation is a <u>supportive experience</u> where the program works with and assists the resident to address a reasonable number of deficient areas.</li> <li>Remediation is a <u>formal</u> process requiring approval by the RPC, and must be documented in a letter and a Remediation Plan reviewed and signed by the Resident, PD or delegate, Remediation Supervisor, and the Associate Dean, PGME.</li> <li>Rotations will normally be in the home program or in an off service rotation/experience which is part of the regular residency program.</li> <li>Rotations may be modified where the resident is <u>assessed in the specific objectives outlined for remediation.</u></li> </ul>	<ul style="list-style-type: none"> <li>Probation is a <u>critical</u> period where rotations are typically highly modified to focus on specific areas of deficit and an elevated monitoring and assessment program is implemented. The resident is expected to correct identified <i>serious performance deficiencies</i>.</li> <li>Probation is a <u>formal</u> process requiring approval by the RPC, and must be documented in a letter and a Probation Plan reviewed and signed by the Resident PD or delegate, the Probation Supervisor and the Associate Dean, PGME.</li> <li>The resident is assessed <u>primarily in the areas deemed critical for probation</u>. If concerns arise in other domains, these may contribute to the overall assessment.</li> <li>A failed Probation period may result in <u>dismissal</u> from the program.</li> </ul>

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<i>When to consider ...</i>	<ul style="list-style-type: none"> <li>• A performance deficiency is initially identified in one or more CanMEDS domains or FM Skill Dimensions.</li> <li>• A resident has returned from an extended Leave of Absence</li> <li>• A resident self-identifies as requiring/requesting additional assistance</li> <li>• A resident has completed a period of successful remediation, but still has areas to be strengthened</li> </ul>	<ul style="list-style-type: none"> <li>• Remediation is <b>required</b> when ongoing informal feedback and support have not been fully effective in correcting a performance deficiency, or when a Resident has failed a Rotation, Program Requirement, or Education Experience (Policy 4.1)</li> <li>• Failed Rotation is indicated by an overall Rotation Assessment of “marginal”, “borderline”, inconsistently”, or “partially meets unexpectations for level of training”, “unsatisfactory”, does not meet expectations for level of training”, or an ITER score of “1/5” or “2/5” Refer to policy on Resident Assessment (Policy 4.1.1)</li> <li>• Any serious professionalism or patient safety issue/concern may also be defined as a performance deficiency and lead to failing a rotation or Educational Experience (at the discretion of the RPC (Policy 4.1.2)</li> <li>• (In RCPSC CBME Programs) The Competence Committee may recommend Remediation when it has determined that a Resident is Not Progressing as Expected (Policy 4.2.1)</li> </ul>	<ul style="list-style-type: none"> <li>• The RPC or Competence Committee <b>must</b> consider Program when (Policy 6.3):</li> <li>• A Resident has failed a single Remediation, or when a Resident’s performance deficiencies are such that successful completion of the Program is in jeopardy (Policy 6.3.1)</li> <li>• A Resident has failed two Rotations within a 12-month period (Policy 6.3.2) (or)</li> <li>• A Resident has exceeded a cumulative maximum of twelve (12) weeks of Remediation in the same CanMEDS or FM Skill Dimensions during the overall Program (6.3.3) (or)</li> <li>• A Resident has failed Remediation of any Program requirements in a PG level (6.3.4) (or)</li> <li>• In RCPSC CBME Programs, when a Competence Committee determines that a Resident is Not Progressing as Expected and the performance deficiencies are such that successful completion of the Program is in jeopardy. (6.3.5)</li> </ul>
<i>Duration</i>	<ul style="list-style-type: none"> <li>• Typically ~4-12 weeks (1-3 rotations)</li> </ul>	<ul style="list-style-type: none"> <li>• Up to 12 weeks and may include repeating rotations or program-specific requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• A 12 week period of close monitoring and may include repeating rotations or program-specific requirements.</li> </ul>

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<i>Reporting &amp; Document Requirements</i>	<ul style="list-style-type: none"> <li>A Learning Support Plan can be developed independently or with requested assistance from PGME and can be implemented at any time. A written document will be signed by the Resident and the LSP Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>Upon request, PGME will provide assistance with the:               <ul style="list-style-type: none"> <li>Remediation Letter</li> <li>Remediation Plan</li> </ul> </li> <li>The resident, PD or delegate, Remediation Supervisor, and PGME Associate Dean must review and sign a copy of the Remediation Letter and Plan</li> </ul>	<ul style="list-style-type: none"> <li>Upon request, PGME will provide assistance with the:               <ul style="list-style-type: none"> <li>Probation letter</li> <li>Probation Plan</li> </ul> </li> <li>The resident, PD, Probation Supervisor and the PGME Associate Dean must review and sign a copy of the Probation Letter and Plan.</li> <li>The CPSA &amp; AHS must be notified (this will be done by PGME directly).</li> </ul>
<i>Assessment</i>	<ul style="list-style-type: none"> <li>Formal review and documentation of the resident's progress is recommended on at least a bi-weekly basis.</li> <li>It is advised that those involved in providing the learner with learning support be made aware of the plan, areas of difficulty, and objectives</li> </ul>	<ul style="list-style-type: none"> <li>Formal review and assessments must be completed as stipulated in the Remediation Plan</li> <li>It is recommended that all persons involved in Remediation be made aware of the plan, areas of difficulty, and key learning objectives</li> </ul>	<ul style="list-style-type: none"> <li><i>The Resident must be assessed, in writing, at the end of each Rotation/Educational Experience and must meet with the Program Director, or delegate, to review the Assessment of each Rotation/Educational Experience (8)</i></li> <li>It is highly recommended that all persons involved in Probation be made aware of the plan, areas of difficulty, and key learning objectives for the period</li> </ul>
<i>Eligible Rotations and/or Using Elective Time</i>	<ul style="list-style-type: none"> <li>Rotations can be counted towards completion of program training requirements</li> </ul>	<ul style="list-style-type: none"> <li>Rotations may be counted towards completion of program training requirements such as using elective time or to pass a previously failed rotation, provided that remedial rotations were <i>not highly modified</i></li> <li>This may be decided by the RPC <i>after</i> remediation has been successfully completed</li> </ul>	<ul style="list-style-type: none"> <li>Probation may include repeating rotations or program-specific requirements (at the discretion of the RPC).</li> <li>Due to the modifications required, probation rotations <u>will not usually</u> be counted towards completion of program training requirements.</li> </ul>

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<i>Extension of Training, Vacations, &amp; Other Limitations</i>	<ul style="list-style-type: none"> <li>An Extension of Training is NOT required; learning support can occur within scheduled rotations</li> <li>The resident may have access to vacations, electives, off-rotation service, etc. at the discretion of the RPC, these, however, are not recommended</li> <li>100% attendance is recommended but not required</li> </ul>	<ul style="list-style-type: none"> <li>An Extension of Training <u>may</u> be required following successful Remediation.               <ul style="list-style-type: none"> <li>Medical Expert Remediation activities may require an extended training period.</li> <li>Non-Medical Expert Remediation activities may be completed during regularly scheduled rotations.</li> </ul> </li> <li>The resident is typically not granted vacation or elective requests <u>during</u> remediation to ensure a continuous period of assessment, however previously approved vacation should be honoured and the Remediation period adjusted</li> <li>Vacation can be arranged prior to or immediately after the Remediation period</li> <li>100% attendance is required (unless there are extenuating circumstances).</li> <li>A Leave of Absence may need to be considered in advance of Remediation</li> <li>Remediation should occur in regular training locations unless going elsewhere is of educational benefit. If this is proposed, this <b>MUST</b> be discussed with the PGME Office prior to approval</li> </ul>	<ul style="list-style-type: none"> <li>An Extension of Training is usually required after successful Probation.</li> <li>100% attendance is required</li> <li>Leaves of any type should be discussed in advance of probation. It is recognized that in certain circumstances, e.g., PARA designated named vacation periods, that an interruption may occur and this will not count towards the overall duration of Probation.</li> <li>It is strongly recommended that the entire Probationary Period be completed without a break, in order to monitor and maintain progress; thus the resident will typically not be granted vacation or elective requests <u>during</u> probation, however a resident may request time off before the start of the probation period.</li> <li>No transfers will be permitted during probation.</li> <li>Usually, rotations are at University sites and in the Home Program (as determined by the RPC).</li> </ul>
<i>Extension of Support, Remediation, or Probation Period</i>	<ul style="list-style-type: none"> <li>An informal learning plan can be continued/extended at the discretion of the RPC</li> <li>Should a learning plan be extended 3 or more times, remediation should be strongly considered</li> </ul>	<ul style="list-style-type: none"> <li>Remediation can be extended for 1-2 more remedial periods (up to 12 weeks) at the discretion of the RPC, e.g., when:               <ul style="list-style-type: none"> <li>there is <i>evidence of some improvement</i> in identified deficits being remediated. or</li> <li>new deficits are identified during the remedial period.</li> </ul> </li> <li>Two remedial period extensions are unusual and should result in further RPC review</li> </ul>	<ul style="list-style-type: none"> <li>In exceptional circumstances and/or for specific reasons unrelated to the resident's progress, Probation may be extended for a second period of up to 12 weeks upon approval by the Associate Dean, PGME at the request of the RPC</li> <li>An extension of probation is highly unusual.</li> <li>In such a case, the maximum Probation Period will not normally exceed 24 weeks in total.</li> </ul>
<i>Consequences of Failure</i>	<ul style="list-style-type: none"> <li>Remediation</li> </ul>	<ul style="list-style-type: none"> <li>Extension of Remediation or Probation</li> </ul>	<ul style="list-style-type: none"> <li>Dismissal from Program</li> </ul>

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### The Remediation Team: Roles and Responsibilities

Associate Dean PGME	<ul style="list-style-type: none"> <li>Monitors due process for resident</li> <li>Signs Remediation/ Probation Plans</li> <li>Approves extension requests</li> </ul>	<ul style="list-style-type: none"> <li>Advises programs/RPC</li> <li>Advises CPSA and AHS of Residents on Probation</li> <li>Monitors activity to ensure strategic use of resources and training</li> </ul>
Program Director or Delegate	<ul style="list-style-type: none"> <li>Consults/Advises PGME regarding Remediation/Probation</li> <li>Collaborates with PGME Office in developing Remediation/Probation Plans and in preparing Learning Support Plans</li> <li>Approves and signs Remediation/Probation Plans</li> <li>Communicates with the resident about progress in their training and regarding learning support plans; advises resident on appropriate and relevant policies</li> <li>Meets with the resident (bi) weekly during Remediation/Probation</li> <li><b>Considers potential wellness concerns and makes referral to PFSP</b></li> </ul>	
Learning & Education Resource Specialist	<ul style="list-style-type: none"> <li>Advises programs/RPC on policy and process</li> <li>Tracks learner and program throughout process</li> </ul>	<ul style="list-style-type: none"> <li>Supports programs to develop Remediation/Probation plans</li> <li>Facilitates access to available resources to support plan</li> </ul>
Residency Training Committee or Equivalent	<ul style="list-style-type: none"> <li>Assists PD as required / Approves Remediation/Probation</li> <li>Makes final decisions regarding the resident's progress</li> <li>Makes final decision regarding granted credit for rotations during Remediation/Probation and requests Extension of Training</li> </ul>	
All Preceptors	<ul style="list-style-type: none"> <li>Identify when a learner is experiencing difficulty or is performing below expected levels</li> <li>Provide feedback to resident about performance concerns in any CanMEDS domains or FM Skill Dimensions and documents such feedback</li> <li>Notify the Program Director, Remediation/Probation Supervisor or RPC of specific concerns</li> </ul>	
Remedial Preceptors	<ul style="list-style-type: none"> <li>Provide assessment as required and outlined in the Remediation/Probation Plans</li> <li>Document all feedback provided to the resident</li> <li>Regularly update the Program Director of resident progress or continuing concerns throughout the Remediation/Probation period</li> </ul>	
Remediation/ Probation Mentor	<ul style="list-style-type: none"> <li>If possible, it is recommended that a mentor or support person be identified and assigned to the resident. This person is not involved with assessment during Remediation/Probation periods</li> </ul>	
Remediation Coach	<ul style="list-style-type: none"> <li>Contracted consultant with expertise in CanMEDs domains or FM Skill Dimensions, Cultural Competence</li> <li>Works individually with resident for a specified number of sessions</li> <li>Provides feedback to PD about resident's engagement, professionalism, and progress through coaching</li> </ul>	
Resident	<ul style="list-style-type: none"> <li>Provides input into their learning plan</li> <li>Signs Remediation/Probation Plans</li> <li>Fully participates in required activities</li> <li>Responsible for disclosing any issues affecting their ability to perform in their training to the program director</li> </ul>	

