

# Professionalism Remediation

## General Principles:

In general terms the following are some principles to guide cases where professionalism remediation is required.

1. We wish to treat the resident with the same respect and compassion that we expect the resident to exhibit to patients
2. As a faculty, we are responsible to society to ensure that the residents that graduate from our program will be capable professionals
3. Our process should be fair, consistent and transparent while respecting for the confidentiality of the resident
4. We accept that professionalism is a community value, and we ourselves will reflect if there are any systems issues that may have influenced the resident's behaviour.

Our limited experience at the undergraduate suggests the following issues be considered:

1. appoint a support person
2. clearly separate the roles of support and evaluation
3. carefully review all evaluations for evidence of patterns of behaviour

Often when professionalism remediation is required, knowledge is not the issue. Often the learner may not appreciate the impact of their actions beyond themselves. Reflection on the four major professional relationships: physician/self, physician/patient, physician/colleagues and physician/community may widen their perspective. The following may be a template for this reflection:

## Reflection:

### Step 1:

Please complete the Professionalism Evaluation form. This form is attached. Please evaluate the incident of concern. For any area where you do not "meet expectation" please describe further with details. Once all such incidents are described, go to

### Step 2:

Write a paper including the following headings:

1. Clearly itemize and summarize the incidents

2. Document your underlying motivations or reasons for making the decisions you did and any special contextual issues or extenuating circumstances eg. illness, personal obligations, misunderstanding, etc.
3. Describe the impact of your actions on the major professional relationships
  - a. physician/self
  - b. physician/patients
  - c. physician/colleagues
  - d. physician/society and profession
4. Identify learning issues in knowledge, skills and/or attitude. This may include identification of barriers or challenges to making the ideal professional decision. With this information, propose a learning plan to deal with these deficits or barriers.
5. Clarify any help you need in developing or implementing a learning plan. This learning plan should enable you to describe
  - a. ideal professional behaviour in these circumstances and
  - b. how you propose to deal with similar barriers or challenges in the future.
6. Consider whether any corrective actions on your part are indicated.
7. What have I learned so far?

### **Remediation Program Evaluation**

We need to be clear about what constitutes a pass in the remediation program. My personal yardstick is this:

1. take responsibility for all professionalism lapses, or provide information by which these lapses may be reconsidered
2. identify ideal professional behaviour for the above lapses
3. identify the barriers or challenges that prevented the student from exhibiting ideal professional behaviour
4. develop a strategy for the future to deal with these same barriers and challenges
5. take appropriate action e.g. apology

Three areas lend themselves to evaluation:

1. self evaluation of professionalism
2. evaluation of reflective paper
3. evidence of learning from initial to exit interview

**Proposed Evaluation Tool:**

1. Professionalism form.

Was the professionalism form completed?  Yes  No

If yes, was it done satisfactorily and addressed the major concerns raised by faculty?

Yes  No

2. Reflective paper.

Was the reflective paper completed promptly?  Yes  No

If yes, did the student meet the following criteria?

<i>Criteria</i>	<i>Pass/Fail</i>	<i>Comments</i>
1. Clearly itemize and summarize the incidents		
2. Document your underlying motivations or reasons for making the decisions you did and any special contextual issues or extenuating circumstances e.g. illness, personal obligations, misunderstanding, etc.		
3. Describe the impact of your actions on the major professional relationships		
a. physician/self		
b. physician/patients		
c. physician/colleagues		
d. physician/society and profession		
4. Identify learning issues in knowledge, skills and/or attitude. This may include identification of barriers or challenges to making the ideal professional decision. With this information, propose a learning plan to deal with these deficits or barriers.		

<p>5. Clarify any help you need in developing or implementing a learning plan. This learning plan should enable you to describe</p> <p style="padding-left: 40px;">a. ideal professional behaviour in these circumstances</p> <p style="padding-left: 40px;">b. how you propose to deal with similar challenges in the future</p>		
<p>6. Consider whether any corrective actions on your part are indicated.</p>		
<p>7. What have he/she had learned from the process</p>		
<p><b>Overall Global Assessment</b></p>		

3. Evidence of learning at exit interview

Was sufficient progress made?                     Yes     No     Unsure

Were sufficient on-going remedial plans made?  
 Yes     No     Unsure

4. Other comments

**Overall, does this person pass their remediation?**

Yes  No

**Should any forward feeding occur?**

Yes  No

\_\_\_\_\_  
Name of person(s) doing the assessment.

\_\_\_\_\_  
Date: