Department of Medicine
Process for Assisting Residents in Difficulty

LEGEND:
DoM - Department of Medicine
RPC - Residency Program Committee
RPD - Residency Program Director
—— - Identifies the process flow
········· - Identifies when a process(es) may need to be retraced or revisited.

REPORTING STRUCTURE:
PGY1 Proram Directors should report to the DoM's Director of Specialty Programs
PGY4 Program Directors should report to the DoM's Director of Subspecialty Programs

---

The RPD must pay attention to **early warning signs** and begin the process of **identifying the issues** (primary & subsidiary) taking into account the various factors listed below (K-SALTS*):
- Knowledge
- Skills
- Attitude
- The Learner
- The Teacher
- The System
Early identification is key! Ignoring problems will not make them disappear.

* Bernstein, Atkinson, Martimianakis, *Pediatrics* 2013;132.

Has a resident in difficulty been identified? — YES →

RPD to **document** specific instances or behaviors that raise concerns.

RPD to **confer** with rotation supervisors, faculty advisors and/or mentors to check on performance and/or history of reoccurring issues.

RPD to **meet with the trainee** to determine their level of insight into the problem and potential causal factors:
- Academic History
- Social Circumstances
- Wellness
- Academic Relationships
- Learning Context

RRD to contact the **DoM's Director of Specialty / Subspecialty Programs*** and **Remediation Lead** for counsel.

The DoM's Director of Specialty / Subspecialty Programs will **communicate** with (and report to) the **DoM's Vice Chair of Education** as required.

The RPD to bring the issues forward to the **RPC** to determine if official remediation is required.

Is remediation required?

— YES → Remediation deemed **necessary.**

— NO → Remediation deemed **unnecessary.**

The RPD must:
1. Contact the **DoM's Director of Specialty / Subspecialty Programs** and **Remediation Lead**, ccing medicine.training@utoronto.ca.
2. Notify the **Depeartment Division Director** (&Executive Committee) accordingly.

The DoM's Director of Specialty / Subspecialty Programs will communicate with (and report to) the **DoM's Vice Chair of Education** as required.

The RPD to meet with the **DoM's Remediation Lead** to review remediation processes.

The RPD to follow "**Resident in Academic Difficulty ... what do I do?**" guidelines provided by the Postgraduate Medical Education Office.

The following to be sent to the **DoM's Director of Specialty / Subspecialty Programs** and medicine.training@utoronto.ca **for the DoM's records**:
1. Any changes to the dates of training.
2. The BOE final report.
3. The final letter from the BOE stating the remediation has been successfully completed.

The RPD to contact the **DoM's Director of Subspecialty / Subspecialty Programs** to report the RPC's decision.

The RPD to notify the **Department Division Director** (& Executive Committee), accordingly.

The RPD may need to **establish a plan to monitor the trainee's performance**. This plan may include **regular meetings** with the trainee, and **consistent communication** with supervisors.

Approved by the DoM's Postgraduate Policy Guidelines Committee August 29, 2017.