Resident Identifies Issue

Resident Reports Issue Via:
- Online Reporting Form REDI
- Call, Email, or In-person

Surveys, Internal Reviews, Program Evaluations

AR-EDI Faculty Leads

Learning Environment Faculty Lead

Program Directors or any faculty or staff in Fac Med

Online Reporting Form REDI

REDI Office reviews Reports to determine Type of issue

Unprofessional Behavior in the Learning Environment

Faculty meets with Resident to discuss Next Steps

Entered into secure database accessible by REDI

Meeting and email from Redi Office to Associate Dean PGME

PG Leadership Review

Report forwarded ONLY with resident consent

For next steps refer to Learning Environment, Faculty Issues, Unprofessional Behavior process maps

PGME Review Subcommittee
- Monthly discussion of sites with Learning Environment concerns – advise on actions to take

PG Deans
- Meet regularly with Residents from programs where significant issues have been identified

PGME
- Meets with UGME & REDI Office
  - Bi-monthly meeting to discuss all reports and provide follow-up

Resident Follow-up

Resident Reports Issue

- Online Reporting Form REDI
- Call, Email, or In-person
- Surveys, Internal Reviews, Program Evaluations

Learning Environment Faculty Lead
pgme.educational.environment@ubc.ca

Resident Affairs Faculty Lead
Dr. Jag Ubhi
resident.affairs@ubc.ca

AR-EDI Faculty Leads
Dr. Leona Adams
Dr. Rebecca Howse
pgme.aredi@ubc.ca

Any Faculty of Medicine faculty or staff

Resident decides whether to report Confidentially or Anonymously

CONFIDENTIAL

REDI Office follows up with Resident

ANONYMOUS

No personal follow up with resident.

CONFIDENTIAL

PGME follows up with resident

ANONYMOUS

No personal follow up with resident. General reports on themes for larger issues are sent to all residents.

Source: Dr. Sonia Butterworth, PGME Associate Dean
Learning Environment

- Learning Environment Issue Reported
- Learning Environment Issue
  - Pervasive or Egregious Learning Environment Issue
  - Environmental Scan
    - REDI Office interviews
    - Residents, Faculty, others
  - Investigation
    - REDI Office Interviews relevant parties
    - Themes reported out to Residents and stakeholders
  - PGME & Dept Head decide on next step
    - Solutions proposed
    - Issues resolved
  - PGME & Dept Head decide on next step
    - Issues persist
    - Faculty not assigned residents
    - Residents pulled from site

- Themes shared with relevant groups
  - (Dept, Residents, Program, Hospital Staff, Div, Leadership, etc)

- Adjustment to resident scheduling

Process to Address Faculty Issues

1. Faculty Issue Reported
2. Collect both Undergrad & Resident evals for last 5 years
3. Integrate info from REDI, survey comments, etc.
4. PG Dean meets with Dept Head to share info
5. Dept Head and PD/SD meet with faculty

- Wellness factors
- Professional Development
- Monitoring/Behavioral Contract
- Environmental Scan or Investigation
- HA Leadership Involvement

Single Incident:
- Personal Conversation

Apparent Pattern:
- Awareness Intervention

Pattern Persists:
- Guided Intervention by Authority

No Change:
- Disciplinary Intervention

Egregious Incident:
- Requires intervention

Source: PGME PD CQI Retreat – Faculty Support PPT
Reports of Unprofessional Behaviour

Assistant/Associate PGME Dean triages based on setting

Academic Seminar
Dept Head or PD
May involve Div Head

Clinical Rotation
Dept Head or PD
May involve Div Head, Site Director

Health Authority or partner institution
Dept Head or PD
May involve REDI, HA Leadership

Research Rotation
Dept Head or PD
May involve Research Director

Out of Province Elective
Program Director
May involve REDI or other institutional PGME Office