

## Resident in difficulty ... What do I do?

4 weeks prior to BOE meeting

<p>Identify Resident who may need to undergo formal remediation and be presented to the Board of Examiner's-PG (BOE-PG)</p>	<p>Refer to the <b>Guidelines for the Assessment of Postgraduate Residents (Mar 2017)</b> Sec. 5 Remedial Periods: <a href="http://pg.postmd.utoronto.ca/wp-content/uploads/2017/04/Guidelines_ASSESSMENT-OF-PG-RESIDENTS_Approved_17mar09SEND.pdf">http://pg.postmd.utoronto.ca/wp-content/uploads/2017/04/Guidelines_ASSESSMENT-OF-PG-RESIDENTS_Approved_17mar09SEND.pdf</a></p> <p>Discuss the potential case with members of your Residency Program Committee (RPC). Assess whether informal program-based remediation is possible or whether the case should be brought forward to BOE-PG.</p> <p>More information and related policies &amp; procedure guidelines can be found here: <a href="http://pg.postmd.utoronto.ca/about-pgme/boards-committees/">http://pg.postmd.utoronto.ca/about-pgme/boards-committees/</a></p> <p>Meet with the Resident in person as early as possible to notify and discuss the potential for formal remediation.</p> <p>Provide the resident with the contact information to the Post MD Education Office of Resident Wellness <a href="mailto:pgwellness@utoronto.ca">pgwellness@utoronto.ca</a> should they wish to book an appointment with them. Services are voluntary and confidential. For more info see the Post MD website: <a href="http://pg.postmd.utoronto.ca/current-trainees/while-youre-training/access-wellness-resources/">http://pg.postmd.utoronto.ca/current-trainees/while-youre-training/access-wellness-resources/</a></p> <p>Residents may also wish to contact the PARO office: <a href="http://www.myparo.ca/">http://www.myparo.ca/</a></p>
<p>Contact Post MD Education Office</p>	<p>Contact Post MD Education Office Lead, Learner Education Support as early as possible to discuss the situation. The Post MD Office will assist with the development of remediation plans and provide administrative support. There are many resources available for program directors including assessment tools, access to educational consultants, learning specialists and experienced coaches.</p> <p>Email ITERs (the 7-8 most recent ITERs and any other ones you wish to include) and other relevant evaluations or documents which supports the need for remediation to <a href="mailto:pgboe@utoronto.ca">pgboe@utoronto.ca</a> (Do NOT include details with respect to wellness anywhere in these documents or in the remediation plan)</p>
<p>Be aware of the BOE-PG document deadlines. See BOE Meeting Schedule.</p>	<p>The BOE-PG is a Faculty of Medicine committee not a Post MD committee. The processes are highly structured and the time frames are not very flexible. EARLY discussion with Post MD office will help you to meet BOE deadlines. The BOE meeting schedule and deadlines can be found at: <a href="http://pg.postmd.utoronto.ca/about-pgme/boards-committees/">http://pg.postmd.utoronto.ca/about-pgme/boards-committees/</a></p>
<p>Faculty Affairs Officer will email the Program Director a presentation time at the BOE-PG meeting, process instructions and other relevant documents and information.</p>	<p>The Post MD Office Learner Education Support team works with Faculty Affairs to prepare for meetings.</p> <p>For all New cases, Extensions of remediation requests and Dismissal requests <b>Program Directors must present their case at the BOE meeting in person.</b></p>

<b>3 weeks prior to BOE meeting</b>	<p>Program Director drafts the remediation plan for the Resident</p>	<p>Remediation plan templates can be found at: <a href="http://pg.postmd.utoronto.ca/about-pgme/boards-committees/">http://pg.postmd.utoronto.ca/about-pgme/boards-committees/</a></p> <p>The Post MD Education Office can provide sample wording and personalized support to Program Directors when drafting tailored remediation plans.</p> <p>The Lead, Learner Education Support and a Post MD Education Consultant will review draft remediation plans and provide feedback to program directors to assist them in preparing the finalized plan for submission to the Board of Examiners.</p> <p>Draft remediation plans should be sent <a href="mailto:pgboe@utoronto.ca">pgboe@utoronto.ca</a> by or before the posted deadline.</p>
	<p>Program Director meet with Resident and review remediation plan</p>	<p>Provide a copy of the remediation plan to the resident to review with them in person. The resident must have an opportunity to review and respond to the remediation plan and all documentation (e.g. ITERs, exam scores, other correspondence) that will be submitted to the BOE-PG.</p> <p>Provide the resident with the <b>date of the next RPC meeting at which their remediation plan will be discussed and invite resident to attend</b>. Residents have the option to attend or decline and <b>this decision must be documented in the <i>Development of the PLAN</i> section in the remediation plan</b>.</p> <p>Inform the resident that residents going on formal remediation for the first time (or for a subsequent time) <b>must meet with the Associate Dean, Post MD Education (or designate) prior to the BOE meeting</b> (usually the week of the BOE meeting). It is expected that the resident is available for this meeting and that the program will assist with ensuring their availability (i.e. change to schedule to accommodate, not on vacation etc.).</p> <p>The Executive Assistant to the Associate Dean, Post MD Education will contact the Program Administrator with the scheduled meeting details to forward along to the resident. If the resident is not available to meet with the Associate Dean at the assigned time, the case will be postponed until the next BOE-PG meeting.</p>
<b>2 to 3 weeks prior to BOE meeting</b>	<p>Residency Program Committee (RPC) considers input and perspective provided by resident, reviews and approves of the final version of remediation plan</p>	<p>Per Faculty requirements, <b><i>remediation plans must be reviewed by your Residency Program Committee.</i></b></p> <p>If the resident chooses to attend, they may discuss the recommendation for remediation, after which he/she leaves the room. The members of the RPC then discuss the case and make recommendations/decisions.</p> <p>Program Director incorporates any revisions to the remediation plan and provides signature. Electronic signatures are acceptable.</p> <p>Provide a copy of the finalized version of the remediation plan to the Resident. The <b>resident must also provide their signature</b> in the <i>Development of the PLAN</i> section of which must be received by the Post MD Education Office (<a href="mailto:pgboe@utoronto.ca">pgboe@utoronto.ca</a>) prior to the resident's meeting with the Associate Dean, Post MD Education (or designate).</p>
<b>1 week prior to BOE meeting</b>	<p>Send finalized plan to Faculty Affairs Officer and Post MD Education Office by or before deadline</p>	<p>Send finalized plan to Faculty Affairs and Post MD Education Office by or before the deadline: <a href="mailto:faculty.affairs@utoronto.ca">faculty.affairs@utoronto.ca</a> and <a href="mailto:pgboe@utoronto.ca">pgboe@utoronto.ca</a></p> <p>The Education Coordinator, Learner Education Support will review all documents for completeness and will notify Programs of any missing info.</p> <p><b><i>Note that late or incomplete submissions will removed from agenda by the Faculty Affairs Officer</i></b></p>

<b>The week of the BOE meeting</b>	Resident meets with Associate Dean, Post MD Education (or designate)	<p>The purpose of this meeting is to ensure that due process has been followed, that the resident understands their remediation plan and a chance for the resident to voice any questions or concerns about their remediation plan.</p> <p>Residents are advised that they have the option to make a short (2 pages max) written submission to the BOE-PG Committee for consideration. <b>The deadline to submit is 12:00 PM on the Thursday before BOE meeting.</b> Resident submissions can be sent to: <a href="mailto:adpgme@utoronto.ca">adpgme@utoronto.ca</a> and <a href="mailto:pgboe@utoronto.ca">pgboe@utoronto.ca</a></p> <p>Resident submissions will not be shared with Program Directors.</p> <p>The Associate Dean, Post MD Education submits a brief report to the BOE-PG.</p>
	A few days before the BOE meeting	<p>The Lead, Learner Education Support writes a report on the remediation plan commenting on the educational content and provides any further suggestions/recommendations for consideration.</p> <p>A copy of the Post MD Office report on the remediation plan is emailed to the Program Director prior to the BOE-PG meeting.</p>
<b>Day of BOE Meeting</b>	<p>Program Director to arrive at the Post MD Office 10-15 minutes prior to the presentation time.</p> <p><i>Resident does NOT attend BOE meeting</i></p>	<p>Please wait until you are met and invited to join the BOE meeting. You can wait in the office of the Lead, Learner Education Support, just next to the 6<sup>th</sup> floor boardroom (last door to your left off the elevator).</p> <p>Prior to meeting, the BOE members will have reviewed:</p> <ol style="list-style-type: none"> <li>1. Remedial plan and related ITERs/documents</li> <li>2. Report from the Associate Dean (re: process), and</li> <li>3. Report on remediation plan</li> </ol>
	<p><b>At the meeting:</b> Program Director provides the Board with a brief summary of the case and plan for remediation; answer questions.</p>	<p>At the meeting provide a:</p> <ul style="list-style-type: none"> <li>• 3-5 minute synopsis of the educational history of the resident</li> <li>• 3-5 minute outline of the remedial plan</li> <li>• be prepared to answer questions from the BOE about the case</li> </ul> <p>Please note that <i>commentary</i> or <i>details</i> related to resident wellness are <b>NOT</b> to be disclosed at the BOE meeting or in the remediation documents.</p> <p>The Chair of the BOE-PG will thank you for attending and you will be escorted out of the room. The Board will then discuss the case and make decisions in private.</p>
<b>After the BOE meeting</b>	The Faculty Affairs Officer will forward the decision letter from the BOE Chair approximately 1 week after the meeting.	Remediation activities should start as planned. The letter from the Chair of the BOE may outline revisions/additions that must be made to the remediation plan. <b>Submit required revisions</b> by the noted deadline to <a href="mailto:pgboe@utoronto.ca">pgboe@utoronto.ca</a> .
	Next Steps:	<p>In the letter from the Chair of the BOE-PG, note the dates and deadlines for submission of future interim reports and expected completion (or extension) reports. These reports are mandatory.</p> <p><b>For all Extension of remediation requests and Dismissal requests, Program Directors must present their case at the BOE meeting in person.</b></p> <p>Interim reports submitted to the BOE do not require the attendance of Program Directors.</p>

Revised July 2017

**Contact:**

**MELISSA HYNES**, MA (Ed), PhD (c)  
Lead, Learner Education Support, Post MD Education  
416-946-0046 | [melissa.kennedy@utoronto.ca](mailto:melissa.kennedy@utoronto.ca)

**ADRIENNE FUNG**  
Education Coordinator, Learner Education Support, Post MD Education  
416-946-3075 | [pgboe@utoronto.ca](mailto:pgboe@utoronto.ca)