

## Postgraduate Medical Education (PGME)

Title:	<b>Learning Environment Process Map</b>
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### Guideline

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#### Inputs:

Learner reports:

- in person (recommend taking learner to UBC FoM Mistreatment Website)
  - Associate/Assistant Dean PGME
  - PGME Faculty Lead, Educational Environment
  - Program Director
  - Site Director
  - Department / Division Head
  - Discipline Specific Site Leader (DSSL)
  - Program Faculty mentor/ advisor
  - Preceptor
  - Program Administrator/Staff
  - Regional Associate Dean/Assistant Dean
  - UBC Ombuds Office
  - UBC Equity and Inclusion Office
  - PGME Leadership (RPC Member, Program Director / Associate Director / Assistant Director / Site Director )
- Web-based reporting tool
- Surveys, Internal Reviews and other program evaluations (triaged by PGME Review Subcommittee)
  - Exit Survey of Residents
  - Rotation / Program Evaluations
  - Internal and External Reviews
  - Teacher Assessments
  - PGME directed Mistreatment Surveys

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- As reported in the Annual Report of the Executive Associate Dean, Clinical Partnerships and Professionalism (EAD CP&P)

Faculty reports (any of the in-person reports above)

### Collection Tools:

- All reports of Learner Mistreatment<sup>1</sup> including reports from online reporting entered into database secure server accessible to Office of CP&P – managed by the Executive Associate Dean Clinical Partnerships and Professionalism (EAD CP&P)
- All reports of Unprofessional Behaviour in the Learning Environment<sup>2</sup> (including survey data) entered into secure server database accessible to Office of PGME Associate Dean

### Outputs:

- MISTREATMENT:** Executive Associate Dean Clinical Partnerships and Professionalism (EAD CP&P), or designate, contacts the learner and reviews options for resolution. The process is outlined in “Process to Address Mistreatment of Learners and Unprofessional Behaviour in the Learning Environment in the Faculty of Medicine”
- UNPROFESSIONAL BEHAVIOUR IN THE LEARNING ENVIRONMENT** -> Associate Dean PGME triages based on Setting

(Suggested Response: see Vanderbilt Professionalism Feedback Pyramid)

Setting	Person responsible	May involve or re-assign to
Academic Seminar (Half-day, rounds, journal club, formative assessments)	Associate Dean PGME <sup>3</sup> / Program Director / Department Head	Division Head
Clinical Rotation	Associate Dean PGME <sup>3</sup> / Department Head / Program Director	Division Head / Site Director
Health Authority or partnership institution	Associate Dean PGME <sup>3</sup> / Department Head / Program Director	EAD CP&P, appropriate leadership at Health Authority or partnership institution
Research Rotation	Associate Dean PGME <sup>3</sup> / Department Head / Program Director	Research Director
Out of Province Elective	Associate Dean PGME <sup>3</sup> / Program Director	EAD CP&P

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- <sup>1</sup> Learner personally affected by unprofessional behaviour of another
- <sup>2</sup> Learner may or may not be personally affected, but experiences disruption in the learning environment due to breaches of professionalism, patient safety, quality care, supervision, etc. by another.
- <sup>3</sup> May be delegated to Faculty Lead, Educational Environment or Assistant Dean, PGME

## Postgraduate Trainee Mistreatment Data Management and Review Process

<p><b>Definitions</b></p> <p><b>Learning Environment concerns:</b> Learner may or may not be personally affected, but experiences disruption in the learning environment due to breaches of professionalism, patient safety, quality care, supervision, etc. by another.</p> <p><b>Student Mistreatment concerns:</b> Learner personally affected by unprofessional behaviour of another. AFMC defines as General mistreatment (Public humiliation, threatened with or physically harmed, required to perform personal services, subjected to remarks about political affiliation); Sexual Mistreatment; Racial/Ethnic mistreatment; Sexual Orientation/Gender Identity Mistreatment.</p>	<p><b>Acronyms</b></p> <p>CP&amp;P: Clinical Partnerships &amp; Professionalism          RAD: Regional Associate Dean          DHSD: Department Head or School Director          LEAC: Learning Environment Advisory Council (to UGMEC)          UGME: Undergraduate Medical Education          UGMEC: Undergraduate Medical Education Committee</p>	<p>*Graduation Questionnaire reviewed annually          *Teacher Assessment reports reviewed 2x annually          *End Of Course/Rotation reports reviewed 2x annually</p>
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## Vanderbilt Professionalism Feedback Pyramid

