



## APPENDIX A: UGME Process to Address Mistreatment of Learners or Unprofessional Behaviour in the Learning Environment

### Inputs:

Learner reports:

- in person (recommend taking learner to UBC FoM Mistreatment Website)
  - Associate/Assistant Dean Student Affairs
  - Clerkship Director
  - Discipline Specific Site Leader (DSSL)
  - Health and Safety Advisor
  - Portfolio Coach
  - Preceptor
  - Program Administrator/Staff
  - Regional Associate Dean/Assistant Dean
  - Resident
  - UBC Ombuds Office
  - UBC Equity and Inclusion Office
  - UGME Leadership (Clerkship Director, Associate Director, Course Director, Site Director, DSSL)
- Web-based reporting tool
- Surveys and other program evaluations (all concerning learner narrative triaged by Office of the Associate Dean (AD UGME))
  - AFMC Graduation Questionnaire
  - Course Evaluations
  - Rotation/Elective Evaluations
  - Teacher Assessments
  - UGME Learning Environment Survey
  - UGME Mistreatment Survey
- 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:

1. 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)
  - Unprofessional Behaviour in the Learning Environment not involving learner mistreatment forwarded by email communication from EAD CP&P to Associate Dean UGME
2. All reports of Unprofessional Behaviour in the Learning Environment<sup>2</sup> (including survey data) entered into secure server database accessible to Office of UGME Associate Dean

## Outputs:

1. **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”
2. **UNPROFESSIONAL BEHAVIOUR IN THE LEARNING ENVIRONMENT** -> Associate Dean UGME triages based on Setting

(Suggested Response: see Vanderbilt Professionalism Feedback Pyramid)

## Year 1-2:

Setting	Person responsible	May involve or re-assign to
Year 1-2 lecture	Associate Director Curriculum Year 1&2	Course Director
Year 1-2 FP Office	Regional Associate Dean/Dept Head/School Director	Department Family Practice Program Director and/or Site Family Practice Director
Year 1-2 Clinical Skills	Regional Associate Dean/Dept Head/School Director	Site Clinical Skills Director
Year 1-2 small group (CBL, FoS, FLEX, Portfolio, etc)	Regional Associate Dean/Dept Head/School Director	Year 1-2 Site Director
Year 1-2 MCQ exam or Year 1-2 OSCE question	Director Assessment	Course Director
Year 1-2 OSCE	Regional Associate Dean/Dept Head/School Director	Year 1-2 Site Director
Health Authority or partnership institution	Regional Associate Dean/Dept Head/School Director	EAD CP&P, appropriate leadership at Health Authority or partnership institution

<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.

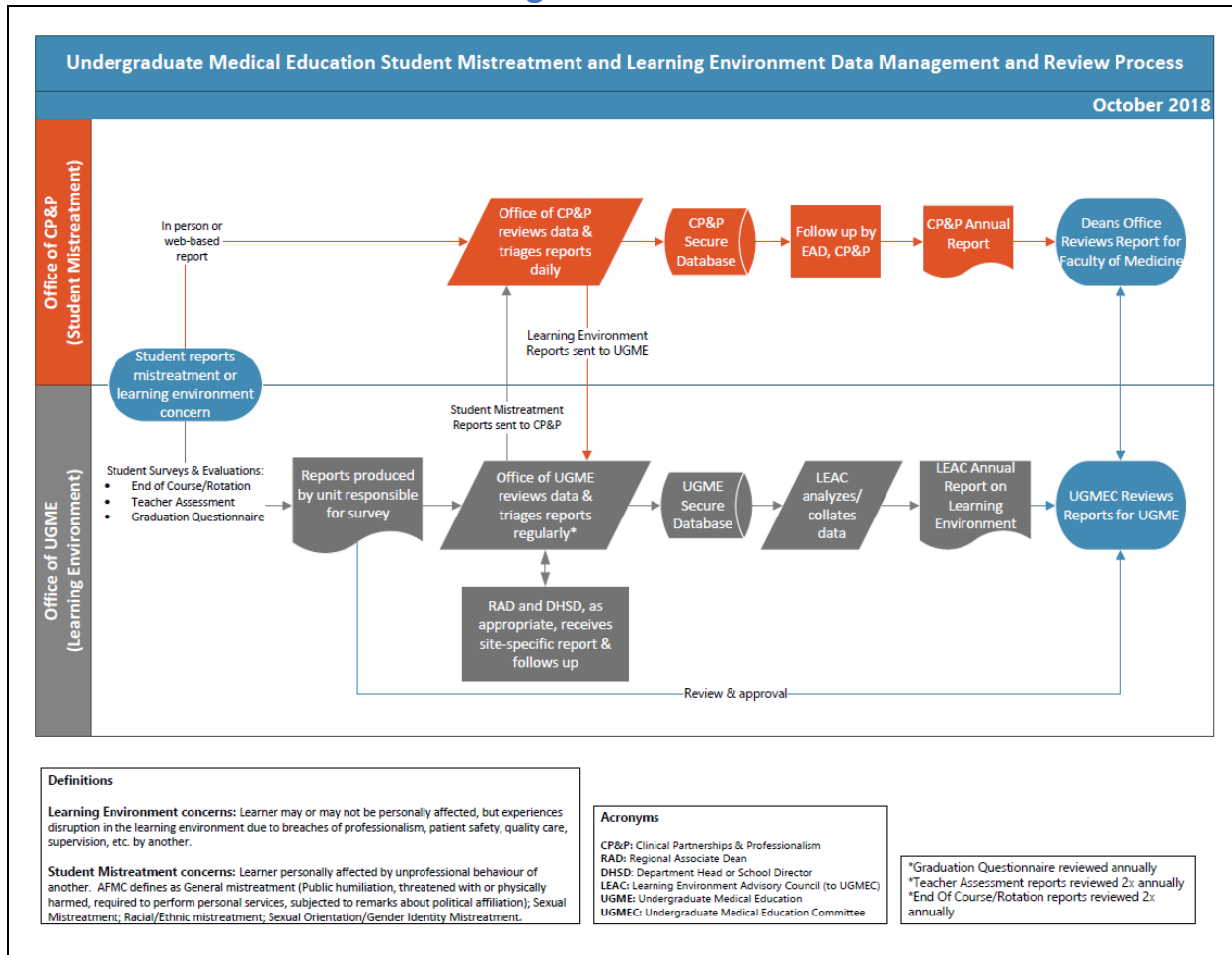
### Year 3:

Setting	Person responsible	May involve or re-assign to
Year 3 Clerkship	Regional Associate Dean/Dept Head/School Director	DSSL, Year 3 Site Director, and/or Department Clerkship Director
Year 3 Family Practice	Regional Associate Dean/Department Head for the Preceptor (not the learner)	Department FP Program Director and/or Year 3 FP Director at Preceptor site
Year 3 small group (Portfolio, Clinical Skills, etc)	Regional Associate Dean/Dept Head/School Director	Year 3 Site Director
Year 3 MCQ exam or Year 3 OSCE Question	Director Assessment	Department Program Director
Year 3 OSCE	Regional Associate Dean/Dept Head/School Director	Year 3 Site Director
Health Authority or partnership institution	Regional Associate Dean/Dept Head/School Director	EAD CP&P, appropriate leadership at Health Authority or partnership institution

### Year 4

Setting	Person responsible	May involve or re-assign to
Elective placement at UBC	Regional Associate Dean/Dept Head/School Director	Department Program Director and/or Electives Site Director
Year 4 lecture	Associate Director Curriculum Years 3&4	Course Lead
Year 4 small group (FLEX, Portfolio, Simulation, etc)	Regional Associate Dean/Dept Head/School Director	Year 4 Site Director
Year 4 MCQ exam question Year 4 OSCE Question	Director Assessment	Department Program Director
Year 4 OSCE	Regional Associate Dean/Dept Head/School Director	Year 4 Site Director
Health Authority or partnership institution	Regional Associate Dean/Dept Head/School Director	EAD CP&P, appropriate leadership at Health Authority or partnership institution
Out of Province Elective or CaRMS Interview	Associate Dean UGME	Associate Dean Student Affairs and/or EAD CP&P

## Student Mistreatment Data Management and Review Process



## Vanderbilt Professionalism Feedback Pyramid

