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# Resident Remediation

APPD Spring Meeting May, 2022  
Grassroots Session



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# Introduction

- Comprehensive evaluation and remediation program is essential for all residency programs
- Evaluation System
  - identify & early detection
  - ensure competence
  - milestone/competency based
    - ▶ transparent expectations
    - ▶ longitudinal assessment
    - ▶ achievement at different stages of training
- Remediation System
  - deal with issues once identified
  - range: minimal guidance → not complete training



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# Evaluation System

- ACGME Milestones
- In Training Exams (ITE)
  - annually
  - mock boards
- Goals and Expectations
  - clear, concrete, well defined, readily available
  - residents and faculty familiarity
  - New Innovations and verbal communication
- Rotation/Faculty Evaluations
  - milestone based
- 360° Evaluations
- Procedure Logs
- Self Reflection
  - ILP, mentor meetings
- Feedback Sessions
  - “Feedback Fridays”
  - biannual PD meetings
- Clinical Competency Committee (CCC)



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# Evaluation System

- Resident Performance
  - written goals and expectations
  - well defined policies
  - consequences for failure
  - procedure for remediation/probation
  - orientation of residents
  - orientation of faculty
  - reminders of expectations
  - resident support networks



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# Remediation System

- not meeting expectations/identify deficiencies
- EARLY identification
- Goal: resident to identify, accept and treat the cause
- academic vs. professional/behavioral
  - resident & faculty perception
  - contributing factors (anxiety, depression, personal/family)
  - educational issues within program
  - impact on patient care, personal health, professional growth, colleagues, program
- plan development
- feedback & reflection
- focused reassessment



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# Challenges

- Lack of validated tools
  - difficult to pinpoint
- Identification of deficiencies
  - academic vs. professional
- contributing/confounding issues
  - stress, depression, anxiety
  - cognitive (processing issue) vs. non-cognitive (integrity, honesty)
  - resident: does not feel problem exists, feels labeled as failure, slow improvement
  - non-amendable (dishonesty, criminal behavior)
- development & implementation of plan
  - increased supervision, individual mentoring, ILP, neuropsych/psychometric evaluations
- ensurance of plan
- adherence to policies



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# Development of Plan

- CCC/Leadership
  - resident discussion
    - ▶ review all evaluations
    - ▶ concrete, objective & direct
- **Documentation**
  - written plan
    - ▶ reasons for remediation
    - ▶ steps to be taken
    - ▶ time frame of remediation
    - ▶ individualized learning plan
    - ▶ desired outcomes
    - ▶ regular meetings
    - ▶ consequences
    - ▶ signatures of all parties



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# Development of Plan

- Monitor Remediation
  - realistic, measurable, appropriate
  - resident progress & adherence
  - ongoing evaluations & meetings
  - consequences
- Resolution
  - CCC/Leadership
  - successful remediation?
    - ▶ resume position
    - ▶ extension of training
    - ▶ not successful → GMEC & legal
  - formal evaluation at end of remediation period





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# Remediation Classification

- Informal/Warning
  - warning signs; not significant
  - documentation; need for escalation
  - resident's strengths/weaknesses, expectations for improvement, observation period, progress during remediation
- Formal
  - substantial deficiency or failure to correct deficiency in informal remediation
  - determine length, documentation with expected outcomes, time frame, potential consequences
- Probation
  - substantial deficiency or failure to correct deficiency in formal remediation
  - formal documentation: status, expected outcomes, revised plan, time frame & consequences
  - GME involvement
- Termination
  - substantial deficiency warrants immediate dismissal or fails probationary period
  - GME, Human Resources, Legal Counsel



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# Example

- PGY-1 → PGY-2
  - informal 1 month remediation
- CCC recommendations
  - 3 month remediation plan
- 3 Month Individualized Improvement Plan
  - role, time frame, area, schedule, extension of residency training, consequences
  - Goals and Expectations
    - ▶ New Innovations
    - ▶ attending on service
    - ▶ self study/questions & weekly meetings with hospitalist
    - ▶ weekly progress reports with PD/APD
- Completion of 3 month remediation period
  - Goals and Expectations
    - ▶ role, time frame, area, schedule
    - ▶ attending on service
    - ▶ weekly meetings with hospitalist; continue to broaden critical thinking skills
    - ▶ time frame for promotion to PGY-3



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