

STUDENT MISTREATMENT

Purpose of this Document:

Process for how students can report mistreatment in the Undergraduate Medical Education Program.

Procedures:

There are four broad ways student can report mistreatment/professionalism concerns related to faculty.

1. Anonymously through end-of-course or end-of-clerkship survey and/or preceptor ratings (these will flag to Assistant Dean and UME Director of program evaluation) , or directly to associatedean.ume@ucalgary via the mistreatment.ucalgary.ca website).

PROCESS:

- a. The UME Program Evaluation Consultant presents regularly to UME management
 - If possible, the Associate Dean of Equity and Professionalism (EPO) is invited to attend if a concern is being flagged
 - b. Teaching concerns are discussed (by Assistant Deans) with course/clerkship leaders
 - c. Mistreatment/professionalism concerns proceed in the following manner:
 - Five years of evaluations and comments are screened
 - One single “minor” concern (example of “minor”: future student physical/emotional well-being not jeopardized by this preceptor continuing to teach) would lead to:
 - The concern brought to the attention of course/clerkship leaders
 - In most instances, they would discuss with preceptor involved (a formal meeting may not take place if this is a minor concern in the setting of very positive comments)
 - At their discretion/wish could involve Assistant/Associate Dean and/or divisional/departmental leadership
 - Repeated “minor” concerns or a “major” concern (example of “major”: future student physical/emotional well-being jeopardized by this preceptor continuing to teach) would lead to immediate meetings involving:
 - course/clerkship leadership (who could excuse themselves if they wished)
 - the preceptor involved
 - Assistant and/or Associate Dean
 - Division/Departmental leadership (who could be notified and defer to UME if they wished)
 - d. At any time, Associate Dean can ask for advice from EPO or main campus office of protected disclosure (+/- professionalism consultation advisory group).
2. Directly to UME, non-anonymously
 - Can be through a direct report or the mistreatment.ucalgary.ca website
 - Process would be identical to above except would feedback directly to student

3. Reporting to the Student Advisors for Mistreatment (SAM)
 - The SAM will discuss, support and validate
 - Options include:
 - Not reporting to UME
 - Reporting to the respective Assistant Dean, which would trigger:
 - A five-year review of feedback
 - If minor and non repetitive
 - Involvement of the course/clerkship chair, and/or program director PGME, and/or allied health professionals
 - If major or repetitive
 - Involvement of Associate Dean and Department Head
 - Feedback to student (if identity known)
4. Directly to main campus
 - a. Students can go directly to the main campus Student Ombuds, or the Office of Protected Disclosure

Instructions/Notes:

- Department Heads will be involved for repeated minor concerns or a major concern.
- Department Heads will not be involved for a single minor concern, unless:
 - The concern raises the possibility of problems in another area (PGME, clinical)
 - The concern is not met with a favorable interaction from the preceptor
 - The course chair, clerkship director or the Student Advocate for Mistreatment feel that it should be reported
- The Office of Protected Disclosure will be notified for concerns involving faculty members in TUCFA
- Depending on the offense, students can also involve the police.
- Students can also report directly to the College of Physicians and Surgeons of Alberta (as any member of the public can).
- In each case, incidents/individuals who are investigated are then anonymously described on the report card on OSLEP, which is updated yearly.

Investigation Procedure for Student Mistreatment:

Student discusses with SAM, or any UME faculty, who will support and validate.

1. The SAM (or faculty member) will engage, when appropriate:
 - a. The Student Professionalism Committee, and/or
 - b. Main campus Student Non-Academic Misconduct office
2. Depending on nature of office, the UME (and potentially Student Academic Review Committee) will get involved.

Approved: *Dr. Sylvain Coderre, Associate Dean
UME Management*

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