Performance Remediation Plan
Professionalism Options
Graduate Medical Education

Resident: ____________________________ Date: ________________
Program Director: __________________________ Program: __________________

1. Areas of Deficiency
The following deficiencies have been defined and documented through the performance evaluation procedures approved by the Graduate Medical Education Committee and utilized by the program:

- Unprofessional behavior, as noted by:
  - Patient Safety reporting system complaints, nurse verbal complaints, patient complaints, email complaints to the program director, monthly performance evaluations, 360 evaluations by staff members, professionalism Milestones, other.

2. Remediation Plan
The following actions are planned to address the deficiencies:

Values or Conduct:
1. Solicit specific feedback from faculty that addresses Professionalism, have faculty complete a brief electronic evaluation, or email feedback to the program director to be collated.
2. Research and read a summary journal article on Professionalism, facilitate a mentored didactic & group discussion with the other residents or a small group of faculty, including self-reflection.
3. Participate in physician wellness education seminar, and develop a presentation of content for a didactic session.

Accountability:
1. Review with program director monthly- conference attendance, sick days called in, duty hours documentation, procedure log documentation, clinic tardiness.
2. Meet with a mentor to specifically address ways to improve professional appearance, punctuality, wellness techniques. Identify barriers.

Cultural Competence:
1. Shadow a social worker or chaplain to learn how to advocate for patients and gain patient perspectives. Write a reflection describing the personal impact.
2. Perform a self-reflection analysis regarding perceived difficult patients. Develop a plan to care for these patients in an unbiased manner.
3. Participate in a mentored group didactic discussion with other residents from multiple cultures, where each resident identifies his/her most influential background culture or religion, and states how that influences each person as a doctor.

Self-Awareness:
1. Perform a monthly self-assessment of professionalism, with examples of cases handled effectively and those in need of improvement. Review with the PD or a mentor.
2. Participate in Sim Center cases about Communication or Professionalism. View your recorded performance and debrief using a checklist. Develop a performance improvement plan based on the debriefing.
3. Obtain, review, and discuss targeted 360 evaluations of professionalism by other residents, patients, clinic staff members, floor case workers and nurses. Program can set up.

Adaptability:
1. Review your specialty Milestones in Patient Care, Systems-Based Practice, Problem-Based Learning & Improvement, Professionalism, and Interpersonal Communication. Identify specific Milestones pertaining to graduated level of responsibility, self-reflection, responding to feedback, shared decision making with patients, and
collaborative care. Self-grade your current level in each of those identified Milestones and review with your mentor or program director.

2. Review literature on Medical Uncertainty and develop/deliver a didactic session for other residents.
3. Participate in Sim Center cases about Shared Decision Making with patients. View your recorded performance and debrief using a checklist. Develop a performance improvement plan based on the debriefing.

**3. Evaluation**
The following procedures will be used to determine if improvement necessary to correct deficiencies has been achieved and documented, (e.g., examinations, direct observation, evaluation reports from faculty, evaluation reports from senior residents, reports by other staff, other):

1. Direct observation by PD and core faculty members, with monthly rotation evaluations.
2. 360 Evaluations by other residents, patients, clinic staff members, floor case workers and nurses.
3. Clinical Competency Committee decision on Milestone progression.
4. Validated Patient Safety Reporting System complaints from this point forward.
5. Emails or calls to PD about unprofessional behavior, from any clinical staff member or patient, from this point forward.
6. Interactions with program leadership (PD and coordinator).
7. Timely attendance at academic conferences, patient care duties, surgeries, residency clinic, committee meetings.
8. Timely completion of all academic requirements: online modules, Sim procedures, QI projects, academic presentations.

Failure to successfully remediate these deficiencies may result in a prolonged remediation, non-renewal of contract, or termination from the training program.

**4. Follow-up**
The resident should demonstrate improvement in the correcting the deficiencies by: 01/28/2017 (Date).
At this time, the remediation plan will require an extension of the program length by: 3 months.
The next meeting between the resident and the advisor will be on: 11/28/2016 (Date).

**5. Verification**
I have reviewed and discussed the contents of this document:

Resident: ____________________________ Date: __________

Signature

Program Director: ________________________ Date: __________

Signature