



UNIVERSITY OF ALBERTA
FACULTY OF MEDICINE & DENTISTRY

Office of Professionalism Annual Report Accolades & Incidents 2015-2016

The Professionalism Button <https://www.med.ualberta.ca/programs/pair>

ACCOLADES 2015-2016	Total number of accolades: 21 = Administration: 1 Nurse Practitioner: 0, Resident: 12, Faculty: 6, UME Student: 2, Clinical:17 , Non-Clinical: 4				
Person Role	Report Type	Status	Setting	Summary of Accolade	Summary of Action Taken
Resident	Accolade Report	Closed	Clinical	Commitment to excellence in clinical practice; Compassion and caring	Commendation Letter Sent
Resident	Accolade Report	Closed	Clinical	Professional boundaries; Responsibility to the profession; Collaborator; Communicator	Commendation Letter Sent
Faculty	Accolade Report	Closed	Clinical	Commitment to excellence in clinical practice and mastery of the discipline; Compassion and caring; Excellent Collaborator; Excellent Communicator; Excellent role model	Commendation Letter Sent
Faculty	Accolade Report	Closed	Non-Clinical	Moral and ethical behavior; Compassion and caring; Respect for all humans;	Commendation Letter Sent
Resident	Accolade Report	Closed	Clinical	Respect for colleagues; Excellent communication; Commitment to excellence in clinical practice;	Commendation Letter Sent
Resident	Accolade Report	Closed	Clinical	Respect for colleagues; Excellent communication; Commitment to excellence in clinical practice;	Commendation Letter Sent
Administration	Accolade Report	Closed	Clinical	Collegiality; Kindness to learners in an unfamiliar environment; Excellent inter-disciplinary collaborative skills; Excellent role model	Commendation Letter Sent
Resident	Accolade Report	Closed	Clinical	Helping junior learners; Commitment to excellence in teaching; Encouraging and enabling excellence in others	Commendation Letter Sent
Student	Accolade Report	Closed	Clinical	Excellent work ethic; Commitment to excellence in clinical practice; Balancing competing obligations; Modeling positive attitude towards work	Commendation Letter Sent
Student	Accolade Report	Closed	Non-Clinical	Altruism; Care and Compassion for colleagues and others;	Commendation Letter Sent

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Person Role	Report Type	Status	Setting	Summary of Accolade	Summary of Action Taken
Faculty	Accolade Report	Closed	Clinical	Respect for inter-disciplinary team members; Excellent communication with team and patients; On time and respectful of theirs' time; Advocate for patients and learners	Commendation Letter Sent
Faculty	Accolade Report	Closed	Clinical	Excellent role model; Respect for all specialties; Promotes a harmonious working environment; Patient advocate	Commendation Letter Sent
Faculty	Accolade Report	Closed	Non-Clinical	Honesty & Transparency; Respect for Learners;	Commendation Letter Sent
Resident	Accolade Report	Closed	Clinical	Dedication to teaching and excellent clinical care; Patience; Managing multiple obligations;	Commendation Letter Sent
Faculty	Accolade Report	Closed	Non-Clinical	Accountability; Positive leadership; Excellent mentorship; Compassion for patients; excellent role model; Respect for learners	Commendation Letter Sent
Resident	Accolade Report	Closed	Clinical	Prioritizing learner education; Patience; Excellent in clinical care; enabling others to grow and success;	Commendation Letter Sent
Resident	Accolade Report	Closed	Clinical	Caring and Compassion; Respect for Patients;	Commendation Letter Sent
Resident	Accolade Report	Closed	Clinical	Excellent mentoring, teaching and support for learners; Accessibility; Respect for diversity; Caring and Compassion for Patients and Colleagues; Outstanding role model;	Commendation Letter Sent
esident	Accolade Report	Closed	Clinical	Excellent teacher; Welcoming to learners; demonstrates and models enthusiasm for profession;	Commendation Letter Sent
Resident	Accolade Report	Closed	Clinical	Exemplary patient-centered approach; Excellent teacher; demonstrates and models enthusiasm for the profession;	Commendation Letter Sent
Resident	Accolade Report	Closed	Clinical	Caring and Compassion; Excellent teacher; Respect for all team members; Commitment to Best Evidence and	Commendation Letter Sent

INCIDENTS 2015-2016	Total number of incidents: 54 = Nurse: 1, Resident: 3, Faculty: 32, UME Student: 17, Administration: 1 Types = Mistreatment Report: 24, Professionalism Incident Report: 30, Clinical: 27, Non-Clinical: 22, Administrative: 5 Status = Closed: 48, In Progress: 6.				
Person Role	Report Type	Status	Setting	Summary of Concern	Summary of Action Taken
Administration	Mistreatment Report	Closed	Administrative	Communication; Confidentiality; Respect for Learners	Reporter wished to have concerns noted without any further immediate action; Continued monitoring; Reporter satisfied with plan.
Faculty	Mistreatment Report	Closed	Non-Clinical	Respect for Learners; Learner Belittlement	Anonymous concern in group setting; Addressed by Chair; Individual demonstrated reflection and desire to avoid future miscommunication; Committee satisfied with outcome; continued monitoring
Faculty	Mistreatment Report	Closed	Non-Clinical	Respect for Learners; Racism; Learner Belittlement	Second anonymous concern for same, in group setting; Addressed by Chair; Individual demonstrated reflection and desire to avoid future miscommunication; Committee satisfied with outcome; continued monitoring
Faculty	Mistreatment Report	Closed	Clinical	Respect for Learners; Learner Belittlement; Learner Intimidation	Addressed by Program Director, with support from Divisional Director; Letter of Apology issued; Support extended to involved individual; Reporter satisfied with outcome, and wishes to hold off on further intervention; Continued monitoring

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Person Role	Report Type	Status	Setting	Summary of Concern	Summary of Action Taken
Faculty	Mistreatment Report	Closed	Clinical	Respect for Learners; Learner Belittlement; Learner Intimidation	Addressed by Program Director, with support from Divisional Director; Letter of Apology issued; Support extended to involved individual; Reporter satisfied with outcome, wishes to hold off on further intervention; Continued monitoring
Faculty	Mistreatment Report	Closed	Clinical	Respect for Learners; Learner Belittlement; Learner Intimidation; Use of profanity in clinical/teaching setting	Addressed by Chair; Meeting with individual; Reporter satisfied with outcome; Continued monitoring
Faculty	Mistreatment Report	Closed	Non-Clinical	Respect for Colleagues; Sexual Harassment; Colleague Intimidation	Extremely complex case with longstanding concerns; After continued discussion, reporter has decided to continue to pursue concerns through avenues external to the FoMD; Reporter satisfied with this plan and continued monitoring
Faculty	Mistreatment Report	Closed	Clinical	Respect for Learners; Learner Belittlement	Reporter wished to have concerns noted without any further immediate action; Continued monitoring; Reporter satisfied with plan.

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Person Role	Report Type	Status	Setting	Summary of Concern	Summary of Action Taken
Resident	Mistreatment Report	Closed	Clinical	Peer belittlement and intimidation; Respect for Learners; Verbal Abuse of Learner	Reporter wished to have concerns noted without any further immediate action; Reporter engaged Program Director for guidance as well; Continued monitoring; Reporter satisfied with plan.
Nurse	Mistreatment Report	Closed	Clinical	Respect for Learners; Verbal Abuse of Learner; Confidentiality	Three attempts to contact reporter over 9 months with no response; Decision made by triage committee to close the case
Faculty	Mistreatment Report	Closed	Clinical	Respect for Learners; Learner Belittlement; Sexism; Learner Intimidation; Verbal abuse of Learners	Addressed by Department Chair; Multiple meetings with involved parties and multiple interventions made; Complex situation; Person reported showed insight regarding concerns; reporter satisfied with outcome; continued monitoring.
Faculty	Mistreatment Report	Closed	Clinical	Respect for Learners; Learner Belittlement; Sexism; Learner Intimidation; Verbal abuse of Learners	Second report for same individual; Addressed by Department Chair; Multiple meetings with involved parties and multiple interventions made; Person reported showed insight regarding concerns; reporter satisfied with outcome; continued monitoring.
Student	Mistreatment Report	In Progress	Clinical	Communication; Collaboration; Honesty; Timeliness	Individual currently on leave; To be addressed upon their return

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Faculty	Mistreatment Report	Closed	Clinical	Respect for Learners; Learner Belittlement; Sexism; Learner Intimidation; Verbal abuse of Learners	Addressed by Department Chair; Multiple meetings with involved parties and multiple interventions made; Complex situation; Person reported showed insight regarding concerns; reporter satisfied with outcome; continued monitoring.
Faculty	Mistreatment Report	Closed	Clinical	Respect for Learners; Learner Belittlement; Learner Intimidation; Verbal abuse of Learners; Creating an exclusive learning environment	Chair was already aware of concerns; Individual demonstrated insight; Continued monitoring
Faculty	Mistreatment Report	Closed	Clinical	Respect for Learners; Learner Belittlement; Learner Intimidation; Verbal abuse of Learners; Lack of respect for Patients; Communication with Learners	Addressed by Site Lead; Individual demonstrated insight re learner treatment, denied patient-related allegations; Continued monitoring; Reporter satisfied with outcome
Faculty	Mistreatment Report	Closed	Clinical	Respect for Learners; Learner Belittlement; Learner Intimidation; Verbal abuse of Learners; Creating an exclusive learning environment	Chair already aware of concerns; Individual demonstrated insight; Continued monitoring
Faculty	Mistreatment Report	Closed	Administrative	Ethical behavior; Research ethics breach	Anonymous concern, externally verifiable; Reported to Chair; Individual willingly and spontaneously addressed issues with those affected; Continued monitoring
Student	Mistreatment Report	Closed	Non-Clinical	Communication; Respect for Colleagues; Respect for Diversity	Addressed on program-level by Dean; no specific action directed at individuals; Reporter satisfied with response

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Person Role	Report Type	Status	Setting	Summary of Concern	Summary of Action Taken
Student	Mistreatment Report	Closed	Non-Clinical	Communication; Respect for Colleagues; Respect for Diversity	Addressed on program-level by Dean; no specific action directed at individuals; Reporter satisfied with response
Student	Mistreatment Report	Closed	Non-Clinical	Communication; Respect for Colleagues; Respect for Diversity	Anonymous 2nd concern; Addressed on program-level by Dean; no specific action directed at individuals; Reporter satisfied with respons;
Faculty	Mistreatment Report	Closed	Clinical	Communication; Respect for Colleagues; Verbal Abuse of Colleagues	Anonymous 1st concern, no action taken, continued monitoring.
Faculty	Mistreatment Report	Closed	Non-Clinical	Interference with Learner Education; Respect for Learners; Communication	Reporter wished to have concerns noted without any further immediate action; Continued monitoring; Reporter satisfied with plan.
Faculty	Mistreatment Report	Closed	Clinical	Communication; Respect for Colleagues; Use of Profanity in Clinical Setting; Creating an exclusive work environment	2nd Anonymous concern, non-verifiable; no action taken, continued monitoring
Faculty	Mistreatment Report	Closed	Clinical	Student belittlement; Verbal abuse of learner	Anonymous 1st concern, no action taken, continued monitoring.
Resident	Professionalism Incident Report	Closed	Clinical	Respect for Colleagues; Respect for Patients; Timeliness; Use of profanity in clinical/teaching setting	Anonymous 1st concern, no action taken, continued routine monitoring.
Faculty	Professionalism Incident Report	Closed	Clinical	Respect for colleagues; Lack of Collegiality	Reporter wished to have concerns noted without any further immediate action; Continued monitoring; Reporter satisfied with plan.

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Person Role	Report Type	Status	Setting	Summary of Concern	Summary of Action Taken
Faculty	Professionalism Incident Report	Closed	Administrative	Respect for Colleagues; Communication with Colleagues; Verbal Abuse; Intimidation of Team	Addressed by Department Chair; Multiple meetings with involved parties and multiple interventions made; Complex situation; Initially, reporter removed from work environment, with step-wise re-integration; Person reported showed insight regarding concerns; reporter satisfied with outcome; continued monitoring.
Faculty	Professionalism Incident Report	Closed	Administrative	Respect for Colleagues; Communication with Colleagues; Verbal Abuse; Intimidation of Team	Second report for same concerns; Addressed by Department Chair; Multiple meetings with involved parties and multiple interventions made; Initially, person reported was removed from work environment, with step-wise re-integration; Person reported showed insight regarding concerns; reporter satisfied with outcome; continued monitoring.
Faculty	Professionalism Incident Report	Closed	Clinical	Appropriate supervision of learners; Commitment to Patients	AHS clinical lead addressed concern; Individual demonstrated insight and reflection; Reporter satisfied with outcome. Continued monitoring.
Resident	Professionalism Incident Report	Closed	Clinical	Respect for Colleagues; Use of profanity in clinical/teaching setting	Anonymous 1st concern, no action taken, continued monitoring.

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Faculty	Professionalism Incident Report	Closed	Clinical	Patient-doctor confidentiality breach; Respect for Colleagues; Research ethics breach	Reporter decided to address concerns personally; Did not wish to pursue committee-recommended higher level of escalation; Reporter satisfied with outcome; Continued monitoring
Faculty	Professionalism Incident Report	In Progress	Clinical	Respect for Learners; Learner Belittlement; Sexism; Learner Intimidation	AHS clinical lead addressed concern; due to complex and recurrent nature of issues, AHS lead has decided to involve AHS facility lead and develop comprehensive remediation plan/approach; ongoing
Student	Professionalism Incident Report	Closed	Non-Clinical	Respect for colleagues; Honesty; Absence	Isolated incident; No intervention; Director of Professionalism (UME) to continue monitoring; UME addressed issues globally and generally with all students, as perceived to be a common problem; Reporter satisfied with outcome
Student	Professionalism Incident Report	Closed	Non-Clinical	Respect for colleagues; Honesty; Absence	Director of Professionalism (UME) met with student; continued monitoring; UME to address issues globally and generally with all students, as perceived to be a common problem; Reporter satisfied with outcome

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Person Role	Report Type	Status	Setting	Summary of Concern	Summary of Action Taken
Student	Professionalism Incident Report	Closed	Non-Clinical	Respect for colleagues; Honesty; Absence	Isolated incident; No intervention; Director of Professionalism (UME) to continue routine monitoring; UME to address issues globally and generally with all students, as perceived to be a common problem; Reporter satisfied with outcome
Faculty	Professionalism Incident Report	Closed	Clinical	Respect for Learners; Learner Belittlement; Learner Harassment & Intimidation; Interference with Learner Education	Anonymous concern for previously reported individual; No action as anonymous; monitoring
Student	Professionalism Incident Report	Closed	Non-Clinical	Honesty & Transparency; Ethical behavior	Director of Professionalism (UME) met with student; To continue routine monitoring; UME to address issues globally and generally with all students, as perceived to be a common problem; Reporter satisfied with outcome
Student	Professionalism Incident Report	Closed	Non-Clinical	Honesty & Transparency; Ethical behavior	Anonymous concern, externally verifiable. Director of Professionalism (UME) met with student; felt student demonstrated insight and rectified situation; Continued monitoring

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Person Role	Report Type	Status	Setting	Summary of Concern	Summary of Action Taken
Student	Professionalism Incident Report	Closed	Non-Clinical	Honesty & Transparency; Ethical behavior	Anonymous second concern, externally verifiable. Director of Professionalism (UME) met with student; felt student demonstrated insight and rectified situation; Continued monitoring
Student	Professionalism Incident Report	Closed	Non-Clinical	Honesty & Transparency; Ethical behavior	Anonymous third concern, externally verifiable. Director of Professionalism (UME) met with student; felt student demonstrated insight and rectified situation; Continued monitoring
Student	Professionalism Incident Report	Closed	Clinical	Patient Confidentiality	Anonymous 1st concern, no action taken, continued routine monitoring.
Student	Professionalism Incident Report	In Progress	Non-Clinical	Honesty; Timeliness; Respect for Colleagues; Respect for Patients	Program administrators already aware of concern; complex case with incident being one of many concerns; currently being addressed
Faculty	Professionalism Incident Report	Closed	Administrative	Honesty and Transparency; Responsibility to the Profession/Teaching Institution	Addressed by Program Lead with liaison with Divisional Director; Individual did not demonstrate insight or remorse; Program lead made decision to remove individual from role; Continued monitoring; Reporter not satisfied with outcome; Advised by triage committee as to next steps that they may pursue
Student	Professionalism Incident Report	Closed	Non-Clinical	Patient Confidentiality	Anonymous 1st concern, no action taken, continued monitoring.

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Person Role	Report Type	Status	Setting	Summary of Concern	Summary of Action Taken
Student	Professionalism Incident Report	Closed	Non-Clinical	Honesty; Respect for Colleagues	Anonymous 1st concern, no action taken, continued monitoring.
Faculty	Professionalism Incident Report	Closed	Non-Clinical	Honesty & Transparency; Ethical behavior; Communication; Sexism	Addressed by Dean; Development of new policy to address greater global concerns raised from this incident; Reporter satisfied with outcome
Faculty	Professionalism Incident Report	Closed	Non-Clinical	Honesty & Transparency; Ethical behavior; Communication; Sexism	Addressed by Dean; Development of new policy to address greater global concerns raised from this incident; Reporter satisfied with outcome
Faculty	Professionalism Incident Report	Closed	Non-Clinical	Responsibility to the Profession; Conducting oneself professionally	Anonymous 1st concern, no action taken, continued monitoring.
Student	Professionalism Incident Report	Closed	Non-Clinical	Communication; Respect for Colleagues; Respect for Diversity	Anonymous 3rd concern; Addressed on program-level by Dean; no specific action directed at individuals; Reporter satisfied with response
Student	Professionalism Incident Report	Closed	Non-Clinical	Communication; Respect for Colleagues; Respect for Diversity	Anonymous 2nd concern; Addressed on program-level by Dean; no specific action directed at individuals; Reporter satisfied with response
Faculty	Professionalism Incident Report	Closed	Clinical	Respect for Learners; Interference with Learner Education	Chair was already aware of concerns; Individual demonstrated insight; Offered letter of apology; Continued monitoring

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Person Role	Report Type	Status	Setting	Summary of Concern		Summary of Action Taken
Faculty	Professionalism Incident Report	In Progress	Clinical	Patient Safety; Learner Belittlement		Report sent to Divisional Director; Response pending
Faculty	Professionalism Incident Report	Closed	Clinical	Creating an exclusive learning environment; learner-preceptor boundaries; patient safety		Reporter wished to have concerns noted without any further immediate action; Continued monitoring; Reporter satisfied with plan.
Faculty	Professionalism Incident Report	In Progress	Clinical	Communication; Respect for Colleagues; Respect for Learners; Verbal Abuse of Learners; Use of profanity in Clinical/Teaching Environment; Learner Intimidation & Harassment		Addressed by Department Chair; Multiple meetings with involved parties and multiple interventions made; Complex situation; interventions ongoing