



UNIVERSITY OF ALBERTA
FACULTY OF MEDICINE & DENTISTRY

Office of Professionalism

Annual Report

The Professionalism Button

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2017-2018



ACCOLADES 2017-18		Total Number of Accolades = 12: Resident (3), Faculty (6), Student (2), Administrative Staff (1). Setting: Clinical (7), Non-Clinical (5). Status: Closed (12).				
Person Role	Report Type	Status	Setting	Summary of Accolade	Summary of Action Taken	
1	Resident	Accolade Report	Closed	Clinical	FoMD: Respect for others (interactions with patients, families, learners, healthcare colleagues are always respectful); Responsible Behaviour (provided clear guidelines to learners and others); Excellence (ensured the environment & experience are appropriate for the needs of the learner, nurtured professional growth of those under supervision).	Commendation letter sent.
2	Faculty Member	Accolade Report	Closed	Non-Clinical	FoMD: Responsible Behavior (modeled professional behavior for learners).	Commendation letter sent.
3	Student	Accolade Report	Closed	Non-Clinical	FoMD: Excellence (committed to lifelong learning)	Student to student accolade; accolade diverted to UME Office.
4	Resident	Accolade Report	Closed	Non-Clinical	FoMD: Respect for others (assured that interactions are always respectful).	Anonymous accolade; no action taken.
5	Faculty Member	Accolade Report	Closed	Non-Clinical	FoMD: Excellence (nurtured the professional growth, intellectual independence and critical appraisal abilities of those under supervision).	Commendation letter sent.
6	Faculty Member	Accolade Report	Closed	Clinical	FoMD: Excellence (nurtured the professional growth, intellectual independence and critical appraisal abilities of those under supervision).	Commendation letter sent.
7	Student	Accolade Report	Closed	Clinical	FoMD: Responsible behavior (assured that patient care assumes the highest priority in the clinical setting).	Accolade forwarded to UME Office.
8	Faculty Member	Accolade Report	Closed	Clinical	FoMD: Respect for others (assured that interactions are always respectful); Responsible behavior (assured that patient care assumes highest priority in clinical setting, modeled professional behavior for learners, nurtured the professional growth of those under supervision).	Commendation letter sent.

9	Faculty Member	Accolade Report	Closed	Clinical	FoMD: Excellence (nurtured the professional growth, intellectual independence and critical appraisal abilities of those under supervision); Responsible Behavior (created environments conducive to learning).	Commendation letter sent.
10	Faculty Member	Accolade Report	Closed	Clinical	FoMD: Responsible behavior (assured that patient care assumes highest priority in clinical setting, modeled professional behavior for learners).	Commendation letter sent.
11	Resident	Accolade Report	Closed	Clinical	FoMD: Responsible Behavior (assured that patient care assumes the highest priority in the clinical setting); Excellence (committed to lifelong learning).	Commendation letter sent.
12	Administrative Staff	Accolade Report	Closed	Non-Clinical	FoMD: Respect for others (assured that interactions are always respectful); Responsible behavior (created environments conducive to performance of professional academic work, encouraged language, appearance, and demeanor appropriate to professional healthcare setting); Excellence (clearly outline appropriate levels of responsibility).	Commendation letter sent.



MISTREATMENTS 2017-18		Total number of Mistreatment Incidents = 22: Faculty (14), Health Professional (3), APO (1), UME Student (1), Resident (2), Administrative Staff (1). Setting: Clinical (11), Non-Clinical (11). Status: Closed (17), Decision (3), In Progress (2).				
Person Role		Report	Status	Setting	Summary of Incident	Summary of Action Taken
1	Faculty	Mistreatment Report	Closed	Clinical	FoMD: Lack of: Respect for others (assure that interactions with learners are always respectful); Responsible Behavior (create environments that are conducive to learning and performance of professional academic work, be accountable for personal actions and decisions in the workplace, model professional behavior for learners, encourage language, appearance, and demeanor appropriate to the healthcare setting); Excellence (provide learners with opportunities to learn without discrimination, abuse, harassment or humiliation).	Resident involved in incident did not wish to pursue concern; no action taken. Reporter satisfied with outcome.
2	Faculty	Mistreatment Report	Closed	Non-Clinical	FoMD: Lack of: Respect for others (assure that interactions with others are always respectful); Responsible Behavior (encourage language, appearance, and demeanor appropriate to the healthcare setting).	Dean's Office met with Subject; Subject expressed insight; engaged in successful mediation. Reporter satisfied with outcome.
3	Faculty	Mistreatment Report	Closed	Clinical	FoMD: Lack of: Respect for others (assure that interactions with learners are always respectful); Responsible Behavior (create environments that are conducive to learning and performance of professional academic work, be accountable for personal actions and decisions in the workplace, model professional behavior for learners, encourage language, appearance, and demeanor appropriate to the healthcare setting); Excellence (provide learners with opportunities to learn without discrimination, abuse, harassment or humiliation).	Second concern (first named) pattern of behaviors with multiple learners. Addressed by Dept. Head. FoMD Level of Intervention: awareness intervention, and continued monitoring. Reporter satisfied with outcome.
4	Health Professional	Mistreatment Report	Closed	Non-Clinical	FoMD: Lack of: Responsible Behavior (encourage language, appearance and demeanor appropriate to the professional healthcare setting); Respect for others (respect the personal boundaries of others including refraining from making unwanted overtures or physical contact).	Anonymous concern; no action taken. Continued monitoring.



Person Role	Report Type	Status	Setting	Summary of Incident	Summary of Action Taken	
5	Faculty	Mistreatment Report	Closed	Non-Clinical	FoMD: Lack of: Excellence (provide learners with opportunities to learn without discrimination, provide clear guidelines to learners and others regarding assignments).	Dept. Head met with Subject; Subject reflected upon expectations of students and optimizing supervision of learners. Several attempts to contact Reporter to close report unsuccessful. Report closed as per triage committee.
6	Faculty	Mistreatment Report	Closed	Clinical	FoMD: Lack of: Responsible Behavior (create environments that are conducive to learning and performance of work, be accountable for personal actions and decisions in the workplace, concern for learner safety).	Dept. Head met with Subject; Subject expressed insight, reflected and expressed remorse. Outcome reported to Reporter.
7	Faculty	Mistreatment Report	Closed	Clinical	FoMD: Lack of: Excellence (allow learners to decline to perform procedures which they feel are outside area of competence); Responsible Behavior (assure patient care assumes highest priority in clinical setting, be accountable for personal actions in workplace).	Dept. Head met with Subject; Subject demonstrated remorse. Written apology forwarded to Reporter; Reporter satisfied with outcome.
8	Faculty	Mistreatment Report	Decision	Clinical	FoMD: Respect for others (assure that interactions are always respectful); Responsible behavior (create environments conducive to learning, assure that patient care assumes highest priority in clinical setting).	Anonymous concern; no action taken. Continued monitoring.
9	APO	Mistreatment Report	Closed	Non-Clinical	FoMD: Lack of: Respect for others (assure that interactions are always respectful).	Anonymous concern; no action taken. Continued monitoring.
10	Faculty	Mistreatment Report	Closed	Non-Clinical	FoMD: Lack of: Respect for others (respect personal boundaries of others, refraining from making unwanted overtures or physical contact); Responsible Behavior (encourage demeanor appropriate to professional healthcare setting).	Dept. Head met with Subject; changes made to residency program and supervision. Reporter satisfied with outcome.



Person Role		Report Type	Status	Setting	Summary of Incident	Summary of Action Taken
11	Faculty	Mistreatment Report	Closed	Non-Clinical	FoMD: Lack of: Respect for others (respect personal boundaries of others, refraining from making unwanted overtures or physical contact); Responsible Behavior (encourage demeanor appropriate to professional healthcare setting).	Learners removed from setting; FoMD reported to Ualberta. Report submitted to CPSA for investigation. Dept. Head attempted to communicate with Subject; Subject removed from Learners indefinitely.
12	Student	Mistreatment Report	Closed	Non-Clinical	FoMD Lack of: Respect for others (assure that interactions are always respectful); Excellence (provide learners with opportunities to learn without discrimination, abuse, harassment or humiliation).	Concern forwarded to UME for intervention.
13	Health Professional	Mistreatment Report	Closed	Clinical	FoMD Lack of: Respect for others (assure that interactions are always respectful); Responsible Behavior (encourage demeanor appropriate to the professional healthcare setting).	Triage Officer met with Reporter, Reporter declined to move forward with submitting concern. Reporter satisfied with outcome.
14	Resident	Mistreatment Report	Closed	Clinical	FoMD Lack of: Respect for others (assure that interactions are always respectful); Excellence (provide learners with opportunities to learn without abuse, harassment or humiliation).	Anonymous concern; no action taken. Continued monitoring.
15	Health Professional	Mistreatment Report	Closed	Clinical	FoMD Lack of: Respect for others (respect personal boundaries of others, refraining from making unwanted overtures or physical contact); Responsible Behavior (encourage demeanor appropriate to professional healthcare setting).	Learner removed from setting. Concern forwarded to AHS, AHS intervened with Subject as per AHS guidelines. Outcome forwarded to Reporter; Reporter satisfied with outcome.
16	Resident	Mistreatment Report	Decision	Clinical	FoMD Lack of: Respect for others (assure that interactions are always respectful); Responsible behavior (assure that patient care assumes highest priority in clinical setting); Excellence (provide learners with opportunities to learn without abuse or humiliation).	Anonymous concern; no action taken. Continued monitoring.



Person Role		Report Type	Status	Setting	Summary of Incident	Summary of Action Taken
17	Faculty	Mistreatment Report	Closed	Non-Clinical	FoMD: Lack of: Respect for others (respect personal boundaries of others, refraining from making unwanted overtures or physical contact).	Supervisor met with Subject. Subject demonstrated insight & remorse, will maintain professional relationships going forward.
18	Faculty	Mistreatment Report	In Progress	Clinical	FoMD: Lack of: Confidentiality (Respect privacy of others); Responsible Behavior (create environments conducive to learning, assure patient care assumes highest priority in clinical setting); Excellence (provide objective, constructive evaluations of learners).	In progress. Investigation by Chair has been completed with interview of multiple faculty. Pending receipt of investigation results and outcomes from Chair.
19	Faculty	Mistreatment Report	Closed	Clinical	FoMD: Lack of: Respect for others (assure that interactions are always respectful); Responsible behavior (create environments conducive to learning); Excellence (provide learners with opportunities to learn without abuse, harassment or humiliation).	Anonymous concern; no action taken. Continued monitoring.
20	Administrative Staff	Mistreatment Report	Closed	Non-Clinical	FoMD: Lack of: Respect for others (assure that interactions are always respectful).	Anonymous concern; no action taken. Continued monitoring. After discussion at triage committee.
21	Faculty	Mistreatment Report	Decision	Non-Clinical	FoMD: Lack of: Honesty (communicate truthfully with colleagues); Respect for others (assure that interactions are always respectful); Responsible behavior (consult with appropriate individuals when the level of personal expertise is exceeded); Excellence (allow the expression of disagreement without the fear of punishment, reprisals or retribution).	Reporter wished to remain anonymous. No action taken based upon Reporter's wishes. Event logged with plan for continued monitoring.
22	Faculty	Mistreatment Report	In progress	Non-Clinical	FoMD: Lack of: Respect for others (assure that interactions are always respectful); Responsible behavior (create environments conducive to learning); Excellence (provide learners with opportunities to learn without abuse, harassment or humiliation).	Chair met with Subject. Subject expressed insight and remorse. Subject voluntarily agreed to mentored action plan and monitoring.

INCIDENTS 2017-18		Total number of Professionalism incidents = 10: Former PhD Student (1), Resident (1), Faculty (5), Administrative Staff (2), Health Professional (1). Setting: Non-Clinical (7), Clinical (3). Status: Closed (10).				
Person Role		Report Type	Status	Setting	Summary of Incident	Summary of Action Taken
23	Former PhD Supervisor	Professionalism Incident Report	Closed	Non-Clinical	FoMD: Lack of: Honesty (maintain the highest standards of academic conduct; Ualberta Research & Integrity Policy: 4c - to include as authors all persons who made substantive scholarly or scientific contributions).	Letter of Concern forwarded to Ualberta Research Office for investigation. Contact with Student. Matter investigated centrally.
24	Resident	Professionalism Incident Report	Closed	Clinical	FoMD: Lack of: Respect for others (assure that interactions are respectful); Responsible Behavior (create environments conducive to learning & professional academic work, model professional behavior for learners); Excellence (provide learners with opportunities to learn without discrimination, abuse, harassment or humiliation).	Dept. Head met with Subject; Subject demonstrated insight & remorse. Written apology forwarded from Subject to Reporter. Reporter satisfied with outcome.
25	Faculty Member	Professionalism Incident Report	Closed	Non-Clinical	FoMD: Lack of: Respect for others (assure that interactions with others are always respectful); Responsible Behavior (encourage language, appearance, and demeanor appropriate to the healthcare setting).	Second concern regarding same event. Addressed by Dean's Office: Subject expressed insight; engaged in successful mediation. Reporter satisfied with outcome.
26	Faculty Member	Professionalism Incident Report	Closed	Non-Clinical	FoMD: Lack of: Responsible Behavior (encourage language, appearance and demeanor appropriate to the professional healthcare setting); Respect for others (respect the personal boundaries of others including refraining from making unwanted overtures or physical contact).	Second concern; anonymous concern. No action taken; continued monitoring.
27	Faculty Member	Professionalism Incident Report	Closed	Non-Clinical	FoMD: Lack of: Responsible Behavior (encourage language, appearance and demeanor appropriate to the professional healthcare setting); Respect for others (respect the personal boundaries of others including refraining from making unwanted overtures or physical contact).	Third concern submitted; named concern. Addressed by Dept. Head. Awareness intervention for pattern of behaviour/events. Subject expressed insight & remorse. Written apology forwarded from Subject. Reporter satisfied with outcome.



Person Role		Report Type	Status	Setting	Summary of Incident	Summary of Action Taken
28	Faculty Member	Professionalism Incident Report	Closed	Clinical	FoMD: Lack of: Respect for others (assure that interactions are respectful); Responsible Behavior (create environments conducive to academic work); Excellence (allow the expression of disagreement without reprisals or retribution).	Dept. Head met with Subject; Subject expressed insight. Subject and Reporter met facilitated by Dept. Head & Professionalism Dean. Apology expressed; Reporter satisfied with outcome.
29	Faculty Member	Professionalism Incident Report	Closed	Non-Clinical	FoMD: Lack of: Confidentiality (UAlberta social media policy); Responsible Behavior (encourage language, appearance & demeanor appropriate to healthcare setting).	Anonymous concern; no action taken.
30	Administrative Staff	Professionalism Incident Report	Closed	Non-Clinical	FoMD: Lack of: Respect for others (assure that interactions are always respectful).	Anonymous concern; no action taken. Continued monitoring.
31	Health Professional	Professionalism Incident Report	Closed	Clinical	FoMD: Lack of: Respect for others (assure that interactions are always respectful); Responsible behavior (create environments conducive to learning); Excellence (provide learners with opportunities to learn without abuse, harassment or humiliation).	Anonymous concern; no action taken. Continued monitoring.
32	Administrative Staff	Professionalism Incident Report	Closed	Non-Clinical	FoMD: Lack of: Respect for others (assure that interactions are always respectful); Excellence (provide staff with opportunities to work without abuse, harassment or humiliation).	Anonymous concern. Subject resigned from her position based on concerns raised from other avenues.