

## **REMEDIATION OF ACADEMIC DEFICIENCIES Policy**

GMEC approved April 18, 2024

**PURPOSE**: To establish a process to address academic performance by a **Resident** who fails to meet expected academic standards.

**SCOPE**: This Policy and Procedure applies to all **Residents** in Programs sponsored by the University of Missouri-Kansas City (UMKC) School of Medicine (SOM) and employed by UMKC. Residents who are employed by affiliated sites may be subject to that site's Policies and Procedures.

**DEFINITION: Resident** indicates a trainee either as a Resident or a Fellow in a Program.

**POLICY ACKNOWLEDGEMENT: Program Directors (PD)** are responsible for compliance with this Policy and Procedure. For ACGME accredited Programs, the **PD** is responsible for monitoring that the **Program's CCC** complies with this Policy and Procedure.

- 1) **PROCEDURE**: Each **CCC** determines what skills, competencies, attitudes and Milestone progression a **Resident must demonstrate**, and determine when a **Resident** is not meeting minimal standards of performance in that **Program**. **Performance Feedback** is to be routine and structured for each **Resident** during the **Program**. **Performance Feedback** includes end of rotation evaluations, performance on standardized tests or in structured patient contacts, patient satisfaction surveys, 360-degree evaluations, simulation education experiences, six-month Milestone performance assessment and semi-annual evaluations, and other **Program** specific evaluations. **Residents** are encouraged to seek out **Performance Feedback**, reflect, and self-assess their strengths and areas for improvement throughout their training. **Performance Feedback** must be timely to promote performance improvement.
- 2) Deficiencies in Academic Performance by Residents will be identified and evaluated by the applicable CCC through review of the Performance Feedback tools as described above. Each evaluation should be considered but also viewed in the context of the entirety of the Resident's Program. The CCC will accept unsolicited and informal evaluations of Academic Performance of a Resident but should not make recommendations regarding a Resident's progress or failure to meet academic expectations without substantiation of the concerns through at least one formal evaluation mechanism or without a comprehensive assessment of the Resident's performance.
- 3) At the discretion of the PD, a Resident may be placed on Informal Remediation with a written performance improvement plan (PIP) to address identified academic deficiencies. The PIP shall be periodically reviewed by the PD or another faculty member with the Resident to determine progress in addressing those identified deficiencies. It is expected that if academic deficiencies are not improved within 3 months, or there are additional academic deficiencies identified, the PD will make consideration to refer the Resident to the CCC for review of the Resident's performance.



- 4) If a Resident's performance is deemed to be deficient by the CCC and the CCC approves the initiation of Formal Remediation, the PD will be notified and the CCC will issue a Notice of Academic Deficiency to the Resident, with a copy to the DIO, setting forth a detailed description of the deficiency(ies) and describing specific examples related to the core competencies and/or Milestones.
- 5) Following the issuance of a Notice of Academic Deficiency, the CCC (in conjunction with the PD) must develop a Remediation Plan to address the Resident's Academic Deficiencies. Before the Remediation Plan is finalized, the PD and/or CCC may meet with the Resident so the Resident may have input into the activities that might address the Resident's performance issues. The Remediation Plan shall be in writing and set forth the following elements:
  - a. A timeline for the remediation; the timeline shall not be indefinite.
  - b. The performance goals and expectations for the **Resident**; what specific knowledge, skills, attitudes, and Milestones need to improve and how.
  - c. A method to assess accomplishment and what **Performance Feedback** will specifically measure the **Academic Deficiency(ies)**. This may be routine **Performance Feedback**, but may also involve more frequent feedback, simulation assessment, chart reviews, and other evaluations, depending on the deficiency(ies).
  - d. The manner in which and how often the CCC will monitor the Resident's progress; what Performance Feedback measures the CCC will use to evaluate the Resident's performance, the need for modification of the Remediation Plan, and the successful completion of remediation.
  - e. The **Resident's** responsibilities in the **Remediation Plan**; must be specified so there is accountability of the **Resident** during the process.
  - f. Assignment of a Faculty Advisor during the remediation period to provide the Resident with ongoing mentorship; this may be the PD or another faculty. Depending on the situation, input from the Resident regarding the assignment of the Faculty Advisor will be considered.
  - g. An outline of the consequences of meeting/ not meeting the performance goals of the Remediation Plan; what determines successful completion of the remediation, and what happens if the Resident does not comply with or is unsuccessful in completing the remediation.

The **CCC** shall have the final approval of the **Remediation Plan**.

- 6) Notice of Successful Completion of Remediation: The Resident will receive a Notice of Successful Remediation if the CCC determines that the Resident has met the performance goals of the Remediation Plan, which will thereby terminate the Remediation Plan. The Summative Evaluation of a Resident shall not reference any successful remediation for which there was no Reportable Action taken.
- 7) **Notice of Failure to Remediate**: If the Resident fails to successfully meet the goals and expectations of the **Remediation Plan**, the **CCC** will determine the next steps which include:
  - a. Issuing a **Notice of Proposed Reportable Action**.



- b. Placing the Resident on Probation and issuing a **Notice of Failure to Remediate** and developing a new **Remediation Plan** as outlined in the procedures above in Paragraph five. The Resident shall have the right to request a meeting within five calendar days with the DIO to review the imposition of Probation. The DIO shall determine whether this Policy was followed, and whether Probation is a reasonable action based upon the facts. The DIO shall issue a decision within five calendar days which shall be provided to the Resident, the Chair of the CCC, and the PD. The decision of the DIO is final.
- 8) Notice of Proposed Reportable Action: If the CCC is considering recommending a Reportable Action (non-promotion, suspension, or dismissal from a Program), a Notice of Proposed Reportable Action shall be sent to the Resident, with a copy to the DIO, setting forth the failure to remediate and the Proposed Reportable Action being recommended by the CCC. The Notice must also notify the Resident of the opportunity to meet with the CCC prior to it issuing a Notice of Reportable Action, and that the Resident has five business days after receipt of the Notice to notify the CCC Chair and PD of a request to meet. If the Resident does not request a meeting with the CCC, the CCC shall issue a Notice of Reportable Action.
  - a. If the Resident requests a meeting with the CCC, the Resident may have the Faculty Advisor or other Advisor present with the Resident during the meeting, but the Faculty Advisor or Advisor may only act in an advisory capacity to the Resident and may not otherwise actively participate in the meeting. If the Faculty Advisor or Advisor is a CCC member, that person shall not participate with the CCC in any further review of the matter.
  - Following this meeting, the CCC may recommend another Notice of Academic Deficiency and continuation or modification of the Remediation Plan, or a Reportable Action.
  - c. If the recommendation is for a Reportable Action, a Notice of Reportable Action must be issued to the Resident. The Notice of Reportable Action shall include all the elements required in the Notice of Academic Deficiency and notify the Resident of the right to request a review of the CCC's recommendation as set forth in the GME Due Process Policy and Procedures.
  - d. The **PD** must immediately forward a copy of this **Notice of Reportable Action** to the DIO.

Administered By:

Phillip D. Byrne, EdD

Phil By

Associate Dean of Graduate Medical Education