



UNIVERSITY OF ALBERTA  
FACULTY OF MEDICINE & DENTISTRY

# Office of Professionalism

## Annual Report

The Professionalism Button

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

2014-2015

Created by the Office of Professionalism June 2016



ACCOLADES 2014-15		Total Number of Accolades = 15: Nurse Practitioner (1) Resident (6), Faculty (7), UME Student (1). Setting: Clinical (13), Non-Clinical(2).				
Person Role	Report Type	Status	Setting	Summary of Accolade	Summary of Action Taken	
1	Nurse Practitioner	Accolade Report	Closed	Clinical	Team Well-being, Self-health	Commendation Letter Sent
2	Resident	Accolade Report	Closed	Clinical	Positive Role Model, Demonstrated Passion for Profession, Respect for Team, Excellent Communication with Team	Commendation Letter Sent
3	Resident	Accolade Report	Closed	Clinical	Positive Role Model, Team Player, Excellent Communication with Team	Commendation Letter Sent
4	Faculty	Accolade Report	Closed	Clinical	Leadership, Collaboration, Team Player, Written Communication	Commendation Letter Sent
5	Resident	Accolade Report	Closed	Clinical	Respect for Team, Wellness, Collegiality	Commendation Letter Sent
6	Faculty	Accolade Report	Closed	Clinical	Commitment to the Patient, Altruism	Commendation Letter Sent
7	Faculty	Accolade Report	Closed	Clinical	Positive Role Model, Commitment to Clinical Excellence, Excellent Teacher, Excellent Communicator, Team Player	Commendation Letter Sent
8	Resident	Accolade Report	Closed	Clinical	Positive Role Model, Excellent Teacher, Altruism, Prioritizing Student Needs	Commendation Letter Sent
9	Faculty	Accolade Report	Closed	Clinical	Excellent Role Model, Commitment to Patient, Team Player	Commendation Letter Sent
10	Faculty	Accolade Report	Closed	Clinical	Commitment to the Patient, Compassion and Caring	Commendation Letter Sent
11	Resident	Accolade Report	Closed	Clinical	Positive Role Model, Commitment to Patients, Commitment to the Profession, Respect for Team, Presence	Commendation Letter Sent
12	Resident	Accolade Report	Closed	Clinical	Excellent Communicator, Excellent Collaborator, Positive Role Model	Commendation Letter Sent
13	Faculty	Accolade Report	Closed	Non-Clinical	Commitment to Excellence	Commendation Letter Sent
14	Faculty	Accolade Report	Closed	Clinical	Commitment to Patient, Altruism, Clinical Excellence	Commendation Letter Sent
15	UME Student	Accolade Report	Closed	Non-Clinical	Altruism, Timeliness, Team player	Commendation Letter Sent



<b>INCIDENTS 2014-15</b>		<b>Total number of incidents = 31: Nurse (1), Resident (2), Faculty(12), UME Student (15), Administration (1). Setting: Clinical (15), Non-Clinical(13), Clinical &amp; Non-Clinical (1), Administrative (2). Status: Closed (27), In Progress (4).</b>				
<b>Person Role</b>	<b>Report Type</b>	<b>Status</b>	<b>Setting</b>	<b>Summary of Incident</b>	<b>Summary of Action Take</b>	
1	Nurse	Mistreatment Report	Closed	Clinical	Respect for Student, Belittlement of Student	AHS clinical lead addressed concern, individual demonstrated insight, offered apology, reporter satisfied with outcome.
2	Faculty	Mistreatment Report	Closed	Clinical	Respect for Student, Belittlement of Student	Anonymous 1st concern, no action taken, continued monitoring.
3	Faculty	Mistreatment Report	Closed	Clinical	Respect for Student, Belittlement of Student, Verbal Abuse, Intimidation of Student	Ongoing systemic issue, being addressed, on a larger scale, by Program Director with support from Office of Professionalism.
4	Faculty	Mistreatment Report	Closed	Administrative	Unclear expectations, Communication with Learners, Confidentiality	Addressed by Associate Dean(UME), felt preceptor demonstrated insight, reporter did not respond x3 to request for f/u meeting.
5	Faculty	Mistreatment Report	Closed	Non-Clinical	Respect for Student, Belittlement of Student, Verbal Abuse	Anonymous 1st concern, no action taken, continued monitoring.
6	Faculty	Mistreatment Report	Closed	Clinical	Respect for Student, Belittlement of Student, Verbal Abuse, Intimidation of Student	Anonymous 1st concern, no action taken, continued monitoring.
7	Faculty	Mistreatment Report	Closed	Clinical	Respect for Student, Verbal Abuse	Addressed by clinical site lead, preceptor demonstrated excellent insight and commitment to change, reporter satisfied with outcome.
8	Faculty	Mistreatment Report	In Progress	Clinical	Respect for Student, Belittlement of Student, Verbal Abuse, Intimidation of Student	Addressed by clinical site lead, response pending.
9	Resident	Mistreatment Report	Closed	Clinical	Bullying of Students, Verbal Abuse, Lack of Collegiality, Unsupportive learning environment	Anonymous 1st concern, no action taken, continued monitoring.



Person Role		Report Type	Status	Setting	Summary of Incident	Summary of Action Taken
10	Faculty	Mistreatment Report	Closed	Clinical	Respect for Patients, Negative Role Modelling, Collegiality	Addressed by Divisional Director, preceptor demonstrated some insight, reporter feels full extent of impact is not appreciated by preceptor, reporter wished to close case, with routine monitoring.
11	Resident	Mistreatment Report	Closed	Non-Clinical	Boundaries (with students)	Reporter initially unwilling to move forward, then no response x3. Case closed after 12 months of inactivity.
12	Faculty	Mistreatment Report	Closed	Clinical	Respect for Student, Belittlement of Student	Addressed by Department Chair, multiple meetings with preceptor and learner, extremely complex situation, preceptor showed insight regarding some aspects of concerns, reporter dissatisfied with outcome, but not willing to pursue further
13	Faculty	Mistreatment Report	In Progress	Non-Clinical	Respect for Patient, Rude Communication with Learners	Addressed by Associate Dean UME, response pending.
14	Faculty	Mistreatment Report	In Progress	Clinical	Unclear Learner Expectations, Rude Communication with Learners	Being addressed by divisional director, response pending.
15	UME Student	Mistreatment Report	Closed	Non-Clinical	Sexist Remarks	Director of Professionalism (UME) met with student, demonstrated insight, letter of apology written, formal professionalism remediation, reporter satisfied with outcome.
16	UME Student	Mistreatment Report	Closed	Clinical & Non-Clinical	Commitment to Patient Safety, Respect for Team and Colleagues	Director of Professionalism (UME) to continue routine monitoring.
17	Faculty	Professionalism Incident Report	Closed	Clinical	Commitment to Patient Safety, Appropriate Learner Supervision	Addressed by Divisional Director, preceptor demonstrated insight, changes made to rotation orientation to rectify some identified issues, reporter satisfied with outcome.



Person Role		Report Type	Status	Setting	Summary of Incident	Summary of Action Taken
18	Administration	Professionalism Incident Report	Closed	Administrative	Timeliness of Communication	Anonymized report of administrative concerns sent to Associate Dean(UME), systems changes made to UME processes, reported informed of outcome.
19	UME Student	Professionalism Incident Report	Closed	Clinical	Honesty, Absence	No action required, reporter satisfied with outcome.
20	UME Student	Professionalism Incident Report	Closed	Clinical	Honest, Timeliness, Respect for the Team	Director of Professionalism (UME) met with student, demonstrated insight, ongoing monitoring to continue, letter of apology written, reporter satisfied with outcome.
21	UME Student	Professionalism Incident Report	Closed	Non-Clinical	Respect for Colleagues and Educators, Insight	Director of Professionalism (UME) met with student, demonstrated insight, ongoing monitoring to continue, letter of apology written, reporter satisfied with outcome.
22	UME Student	Professionalism Incident Report	Closed	Non-Clinical	Respect for Patient, Honesty, Respect for Colleagues	Director of Professionalism (UME) met with student, demonstrated insight, ongoing monitoring to continue, reporter satisfied with outcome.
23	UME Student	Professionalism Incident Report	Closed	Non-Clinical	Respect for Patient, Honesty, Respect for Colleagues	One of many anonymous concerns for same, Director of Professionalism (UME) met with student, demonstrated insight, ongoing monitoring to continue.
24	UME Student	Professionalism Incident Report	Closed	Non-Clinical	Respect for Patient, Honesty, Respect for Colleagues	One of many anonymous concerns for same, Director of Professionalism (UME) met with student, demonstrated insight, ongoing monitoring to continue.



Person Role		Report Type	Status	Setting	Summary of Incident	Summary of Action Taken
25	UME Student	Professionalism Incident Report	Closed	Non-Clinical	Respect for Patient, Honesty, Respect for Colleagues	One of many anonymous concerns for same, Director of Professionalism (UME) met with student, demonstrated insight, ongoing monitoring to continue.
26	UME Student	Professionalism Incident Report	Closed	Non-Clinical	Honesty, Absence	Director of Professionalism (UME) sent letter to student, continued routine monitoring.
27	UME Student	Professionalism Incident Report	Closed	Non-Clinical	Honesty, Absence	Director of Professionalism (UME) sent letter to student, continued routine monitoring.
28	UME Student	Professionalism Incident Report	Closed	Non-Clinical	Honesty, Absence	Director of Professionalism (UME) sent letter to student, continued routine monitoring.
29	UME Student	Professionalism Incident Report	Closed	Non-Clinical	Honesty, Absence	Director of Professionalism (UME) sent letter to student, continued routine monitoring.
30	UME Student	Professionalism Incident Report	In Progress	Clinical	Absence, Poor Communication, Respect for Educator Time	Addressed by Director of Professionalism (UME), response pending.
31	UME Student	Professionalism Incident	Closed	Clinical	Timeliness, Commitment to Obligations	Director of Professionalism (UME) to continue routine monitoring.