

# **The Problem Resident: It's all about Documentation**

Verna Roller, C-TAGME  
Residency Program Coordinator  
Mayo Clinic School of Graduate Medical Education  
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# Objectives:

- Identify the who, why and what should be documented
- Assess the importance and value of proper documentation
- Identify key elements and what needs to be documented
- Outline extra documentation for residents with issues
- Analyze the residual effects

## **documentation**

the documents, records, etc., that are used to prove something or make something official



**“I’m the Clutter Fairy. I’ll come back ...  
I’m gonna need a much bigger wand!”**

# What / Who?

- All activities / competencies
  - Surgical / OR procedures
  - Patient Care
  - Office procedures
  - Conference Attendance
  - Conference Presentations
  - Any everyday issues
- All Residents / Fellows

# Why?

- ACGME requirement
  - Clinical Competency Committee (CCC)
  - Milestone Evaluations
  - Resident Formal Evaluations
- ABU
  - Board Certification
    - Program Director letter of qualification to sit for boards
- Obligation to the Public
- It's our job

# How?

- Formal Written Evaluations
  - Faculty
  - Allied Health Staff
- Patient Feedback
- Daily Observation and immediate verbal feedback

# Don't be afraid



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## **problem resident**

a resident who's performance is unsatisfactory

# Resident Deficiency

- **Academic Deficiency** (i.e. deficient in technical skills & medical knowledge, failure to meet program/school academic requirements, disregard for patient safety, etc.)
- **Non-Academic Deficiency** (i.e. deceit, threatening/harassing/intimidating behavior, misuse of drugs/alcohol, theft, etc.)

# The Problem Resident

*Documentation becomes even more important*



# The Problem Resident

- Save Everything....yes Everything
  - Emails
  - Handwritten notes
  - Patient letters
  - EVERYTHING
- Create a timeline
- Document any conversations with the resident (formal and informal)
- Make the resident sign acknowledging they were given the feedback

# When Deficiencies Escalate

- Formal Letter of Warning
  - Formal letter in Resident's File
  - Outlines issues, cites examples, references feedback and discussions with the resident.
  - Outlines a remedial plan that includes expectations and timeframes. Includes metrics to measure success.
  - Requires signatures of resident, Program Director, Assoc. Program Director, Assoc. Dean, school administrator, etc.
  - Provide a copy of signed document along with institutional policy to the resident
  - Letter is part of resident's school file but can be removed if remediation is successful

# When Deficiencies Escalate (Con't)

- Formal Letter of Probation
  - Formal Warning Deficiencies are not corrected
  - Letter will outline the deficiencies and details of further actions/dates and consequences if corrections aren't made (i.e. how learner will be removed from probationary status, extend the probationary period or dismissal)
  - Letter becomes part of the resident's permanent record and will follow him/her throughout their career (licensing boards must be notified of this when resident applies for a state license)
- Dismissal
  - Resident does not correct behaviors by the given deadline
- Resident has the right to Appeal

# Other Things to Know

- Know Your Institutional Policies on How to Handle Resident Issues
- Share These Policies with Your Program Director and Assoc. Program Director
- If you do have issues - Get your Education Office/Legal Department Involved

# Scenarios

## How Does It Play Out?

- Ask the Education Office / Management / ABU
  - What happens if the resident resigns?
  - What happens if the resident accepts the probation and then fails/succeeds?
    - Summary Letters
    - Verification of Education forms
    - ABU Certification
  - What happens if the resident is terminated?
    - Paperwork for ABU, licensing boards, etc.



# Residual Effects for the Residency

- Resident Moral
- Resident Divide
- Program / Staff Moral
- Staff Divide
- Resident, Staff and Management Conflict  
(rebuilding the trust)
- Gossip
- Completion of Verification of Education Forms

# Remember...

Document...Document...Document  
This isn't personal, it's your job.

Thank  
you