

## Resolution of Resident Disagreement with Attending Physician or Supervisor - Procedural Memorandum

*(cross-referenced in the "Principles re Supervision of Postgraduate Medical Trainees" document endorsed by COFM)*

### Preamble:

At the beginning of each rotation, the program director must provide the resident with the phone/pager number of the local hospital postgraduate program director (**academic**) AND service chief (**hospital**) to call in case of a complaint or disagreement while in training.

When there is a complaint or disagreement between the postgraduate medical trainee and the attending physician or supervisor, the premise is that the issue will be dealt with as close to the source as possible thereby limiting the number of people involved. The conflict can be handled either through the academic or hospital protocol, with the understanding that each side will keep the other informed. It is expected that collegiality in a "no-fault" environment will be such that the resident will feel comfortable discussing the issue with a staff person.

Examples of complaints or disagreements include (but are not limited to):

- (a) Perceived inappropriate professional behaviour
- (b) Perceived inadequate or poor teaching
- (c) Perceived inadequate or poor patient care
- (d) Perceived inadequate supervision

### Procedure for Academic Route of Resolution of Supervision Conflict:

1. The resident consults with the local hospital postgraduate program director (or designate) about the issue.
2. The local hospital postgraduate program director (or designate) will speak with the attending physician/supervisor and attempt to resolve the issue.
3. If the resident does not feel that the issue had been resolved, she/he may approach the university program director.
4. If the issue still remains unresolved, the resident may approach the Associate Dean, Postgraduate Medicine.

In cases where immediate resolution is required (#1 and #2 above), it is expected the resident will telephone those involved. Regardless of the outcome of the immediate intervention and/or resolution, there shall be no repercussions to the resident for lodging the complaint. The local hospital postgraduate program director will provide a follow-up written report of the incident to the university program director (**academic**), and the service chief (**hospital**).

This revised version of the Procedural Memorandum approved at Toronto PGMEAC January 18, 2002 as part of the "Principles re Supervision of Postgraduate Medical Trainees" document

PGMEAC

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