



academic goals and objectives based on the Royal College of Physicians and Surgeons CanMEDs Framework & the College of Family Physicians of Canada Evaluation Objectives.

The nature of professional behaviour is such that in each circumstance of exemplary professionalism or breaches/concerns there are multiple factors that are taken into consideration for decision making/judgements.

Therefore, this policy is not intended to be an exhaustive list of professional behaviours, timelines and related consequences; rather, this document identifies domains of professionalism and general expectations within categories.

### **3.0 Definitions**

#### **3.1 Associate Dean Postgraduate Education (AD PGE)**

3.1.1 The senior faculty officer responsible for the overall conduct and supervision of postgraduate education at NOSM. The AD PGE reports to the Dean.

#### **3.2 Postgraduate Medical Education Office**

3.2.1 The administrative office responsible for the admission, registration, policy and operational support of all postgraduate residency programs.

#### **3.3 360 Reviews**

3.3.1 A process used to solicit information from a variety of workplace sources on a resident's work-related behaviour and/or performance; also known as multi-rater or multi-source feedback.

#### **3.4 Remediation**

3.4.1 A period of additional individualized structured training and monitoring initiated when resident performance is below minimal standards but above unacceptable standards with the goal of ensuring that resident performance moves to and stays above those minimal standards.

#### **3.5 Workplace Based & In-training Assessments**

3.5.1 The assessment of a resident's professional skills and attitudes should provide evidence of appropriate everyday clinical competences including professionalism. As examples, multi-source assessment tools such PULSE 360, Professionalism Mini-Evaluation Exercise (PMEE), Observed Structural Clinical Exams (OSCEs), Structured Assessments of a Clinical Encounter (STACER's) etc. capture data on the demonstration of professionalism competencies. In-training Evaluation Reports

(ITERS) and In-training Assessment Reports (ITARs) also document professionalism competency levels and narrative feedback.

#### 4.0 Procedures

It is recognized that stressful and difficult situations may give rise to unprofessional actions at times. The ability to accept responsibility for such actions, and to learn from error and grow as a physician is a measure of professionalism.

##### 4.1 Assessment Procedures – Clinical & Academic Domains

4.1.1 The procedures for the assessment of resident clinical performance, inclusive of professionalism domains, are detailed in the [NOSM Postgraduate Education Policy and Procedures for the Assessment of Resident Performance](#). This document refers to assessment requirements, remediation, appeals, suspension and dismissal.

##### 4.2 Assessment Procedures – Administrative Professionalism/ Interactions

4.2.1 The procedures for documenting and addressing administrative professionalism issues outside of the clinical and academic environment are as follows:

- Administrative staff from residency programs, the PGME Office, training site staff, and NOSM support offices (HR, Finance, Housing, Electives etc) may communicate in writing factual accounts of unprofessional interactions (verbal and/or written) and actions to the Program Director.
- Residents will be provided with the correspondence and given an opportunity to comment on the nature of the incident and to provide a written response.
- The Program Director, acting upon the direction of the RPC, will consider the nature of the concerns and determine appropriate resolution. File documentation related to the concern will be saved in the resident's file and may form part of aggregate multi-source feedback on professionalism concerns that may require coaching and/or remediation.
- Administrative professionalism encompasses, but is not limited to respectful and timely communication and responses to NOSM administrative staff and faculty, payment of administrative fees by communicated deadlines, complying with [NOSM Travel Management and General Expenses Policy](#), and compliance with various institutional deadlines.

## 5.0 Related Documents

This policy is intended to complement Canadian law, policies, guidelines and codes of conduct established for the profession of medicine, and other policies, regulations and ethical standards that govern residents, faculty and staff of NOSM.

In support of this policy, the following [related policies/documents/companion/forms] are included:

- Canadian Medical Association – Code of Ethics (<http://policybase.cma.ca/dbtw-wpd/PolicyPDF/PD04-06.pdf>)
- College of Physician and Surgeons of Ontario: 1) Physician Behaviour in the Professional Environment, 2) Professional Responsibilities in the Postgraduate Medical Education & 3) Professional Obligations & Human Rights
  - 1) <https://www.cpso.on.ca/Physicians/Policies-Guidance/Policies/Physician-Behaviour-in-the-Professional-Environmen>
  - 2) <https://www.cpso.on.ca/Physicians/Policies-Guidance/Policies/Professional-Responsibilities-in-Postgraduate-Medi>
  - 3) <https://www.cpso.on.ca/Physicians/Policies-Guidance/Policies/Professional-Obligations-and-Human-Rights>
- College of Family Physicians of Canada Evaluations Objectives (<http://www.cfpc.ca/fmprofile/>)
- Hospital Codes of Conduct: *Note: Refer to policy websites at relevant hospital training sites available upon orientation.*
- [NOSM PGE Policy and Procedures for the Assessment of Resident Performance](#)
- [NOSM PGE Policy and Procedures for the Assessment of Resident Performance – CBME Version](#)
- NOSM Faculty Handbook Section 7: Professionalism for Clinical Faculty: Clinical Sciences Division Professionalism and Code of Conduct Policy, Procedures and Professional Attributes Guidelines ([https://www.nosm.ca/wp-content/uploads/2021/03/Faculty-Handbook\\_Revised-March-24-2021.pdf](https://www.nosm.ca/wp-content/uploads/2021/03/Faculty-Handbook_Revised-March-24-2021.pdf))
- Royal College Physicians Surgeons Canada CanMEDs Framework (<http://www.royalcollege.ca/rcsite/canmeds/canmeds-framework-e>)

## 6.0 Getting Help

Queries regarding interpretations of this document should be directed to:

Northern Ontario School of Medicine, Director of Postgraduate Education. (807) 766-7503.

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<b>Version</b>	<b>Date</b>	<b>Authors/Comments</b>
1.0	2018 09 07	Approved by NOSM Postgraduate Education Committee.
2.0	2018 12 17	Reformatted in new policy template.
3.0	2021 04 13	Updated Professionalism for Clinical Faculty policy.