

Assessment Tool 2 – Direct Observation

CanMEDS Professional

Professionalism Incident Reportⁱ

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RESIDENT Name: _____

Postgraduate year (PGY): _____

Program: _____

Date & time: _____

1. **Type:** Critical event Concerning event/situation Clinic

2. **About reporter/evaluator:**

- Health professional team member (i.e. incl co-resident) that has worked closely with this resident
- Health professional (i.e. incl co-resident) that has had some interactions with this resident
- Resident supervisor that has worked closely with this resident
- Resident supervisor that has had some interactions with this resident
- Other, please describe: _____

3. **Contact name, follow up phone and email:** _____

4. SETTING: *Workplace*

- Patient Present Patient Not Present
- Ward Clinic
- OR ER Other: _____

- Non Workplace*** Structured Teaching Informal/unstructured Teaching
 Other: _____

5. Brief overview of incident or concern:

6. Type of incident or concern:

A. Professional Ethics

- Behaved in a dishonest manner
- Used illicit substances OR alcohol, non-prescription drugs or prescription drugs in a manner that compromises ability to contribute to patient care
- Misrepresented self, others, or members of the team to others
- Breached patient confidentiality
- Acted in disregard for patient welfare (e.g. wilfully reports incomplete or inaccurate patient information)
- Took credit for the work of others
- Misused equipment, bio hazardous materials or other scientific specimens

B. Reliability and Responsibility

- Consistently arrives late to scheduled events or assignments
- Has unexcused/unexplained absences
- Fails to notify appropriate staff in a timely manner of absences
- Does not respond to communications (e-mail, pages, phone calls, etc.) in a timely or professional manner. Please specify frequency and duration(s) of delay(s):
- Fails to complete required or assigned tasks

- Requires constant, repeated reminders from staff/faculty to complete required or assigned tasks

C. Professional Relationships & Responsibilities

- Has inappropriate demeanour or disruptive behaviour (raises voice, disrespects authority, rude, condescending etc.)
- Inappropriate appearance (dirty white coat, wrinkled clothes, un-bathed, etc.) in the classroom or in the health care setting
- Fails to accept responsibility for own errors
- Fails to recognize limitations and seeking help
- Does not accept constructive feedback
- Does not incorporate feedback to modify behaviour
- Engages in relationships with patients or any other member of the health care team which are disruptive to learning and patient care
- Acts disrespectfully toward others
- Engages in disruptive behaviour in class or with health care team (situational dependent)

D. Patient, Faculty, Resident, Administrative Staff, and Other Team Member Interactions

- Is unable to establish rapport
- Is not sensitive to patient needs
- Is disrespectful of the diversity or race, gender, religion, sexual orientation, age, disability or socio-economic status
- Struggles with establishing and maintaining appropriate boundaries in work and learning situations
- Contributes to an atmosphere that is not conducive to learning
- Relating poorly to other learners in a learning environment
- Relating poorly to staff in a learning environment
- Relating poorly to faculty in a learning environment

E. OTHER

- _____
- _____
- _____

7. Immediate Action Taken

- Spoke to patient(s)
- Spoke to learner(s)
- Spoke to supervisor(s)
- Contacted supervisor via email
- Called police or hospital security
- Documented in patient record
- OTHER: _____

Brief summary of action taken:

8. Next Steps

- Yes, please contact me for further discussion
- Contact me at your discretion
- OTHER:

ⁱ Additional sample see <https://www.umassmed.edu/uploadedfiles/profincidentreport.pdf>