

Corrective Action

Effective: July 1, 2016

Reviewed by GMEC: June 14, 2016

Initial Approval by GMEC: February 24, 2010

Statement

All Palmetto Health (PH) team members are expected to observe basic rules of good conduct and perform their roles in an efficient and productive manner. Specific rules for the acceptable conduct and performance are necessary for the operation of Palmetto Health and protection of the rights and safety of all residents and patients. Corrective action will be taken for the purpose of developing or maintaining acceptable behavior among residents. In general, with the exception of intolerable behavior, leaders should coach residents prior to starting corrective action. It is expected that willful or inexcusable breaches of rules or regulations by residents will be dealt with firmly by Graduate Medical Education leaders.

Associated Policy (ies): Dismissal of Residents, Disruptive Behavior, Grievance and Due Process, Remediation, PH Policy on Standards of Behavior

Responsible Positions (Title) : Program Director, Resident /Fellow, GME office

Equipment Needed:

Procedure Steps, Guidelines, Rules:

1. Program Directors should promptly counsel residents for unsatisfactory performance and acts that are not in keeping with the standards, rules, and regulations of Palmetto Health in accordance with the Standards of Behavior (please refer to the appropriate PH policy for these Standards)
2. An effective corrective action is not punitive. Instead, the corrective action should emphasize correcting the problem while maintaining the resident's dignity and respect. Depending on the severity of the infraction, and whenever appropriate, the program and/or GME Office through the GMEC will work with a resident through a corrective action continuum process that provides for increasingly serious steps of corrective action if the problem is not resolved.

The goal of the corrective action continuum method is to formally communicate opportunities to residents in a direct and timely manner so they can improve their performance. The Corrective Action Continuum method also encourages appropriate documentation of the program director's efforts in the event of remediation, probation, suspension, non---renewal, non---promotion, probation, or dismissal of a resident.

3. All corrective action must be documented on the Resident Corrective Action form. The Program Director must include on the form specific information regarding the event and the specific level of corrective action taken. It should be discussed with and signed by the resident to indicate that he/she has read and received a copy of the action. (Signing the form does not necessarily mean the resident agrees with the action.) If he/she desires to write a rebuttal, he/she will be permitted to do so and it will be attached to the corrective action form for inclusion in his/her Human Resources file.
4. The Corrective Action Continuum consists of the following levels: (see policy on Remediation)
 - **Level 1 Constructive Advice** – For minor offenses

- **Level 2 Performance Improvement Plan** – For repeated minor offenses, or the first occurrence of a more serious infraction. At this level a Performance Improvement Plan for Academic or Professional Development must be initiated and submitted with the corrective action to be filed in resident’s HR file. (Improvement plan for attendance is optional).
- **Level 3 Formal Probation** – Deficiencies or offenses that have not been corrected. A Level 3 offense will be placed in the resident’s permanent and HR file. This Level is eligible for resident grievance under the Policy on Grievance and Due Process. A GME Leader must seek professional consult from the PH Human Resource Department.
- **Level 4 Dismissal** – Resident dismissal from his/her program. A Level 4 offense will be placed in the resident’s permanent and HR file. This Level is eligible for resident grievance under the Policy on Grievance and Due Process. A GME Leader must seek professional consult from the PH Human Resource Department.

References - GME Academic Progression Committee, Performance Improvement Plan for Academic or Professional Development, Resident Corrective Action Form

Signature on File

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Signature on File

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