

University of Toronto, Postgraduate Medical Education Distribution Guidelines

Purpose: The PGME Office receives a large number of requests from both internal and external partners to distribute information to the PGME community (learners, faculty, and/or staff). These guidelines aim to offer an overview of communications tools available to fulfill these requests, outline a process for partners to submit requests and recommend best practices for handling distribution requests in an effort to streamline communications.

Communications Tools

PGME has the following tools available to communicate with learners, faculty, & staff:

- Email listservs
- The PGME Post (monthly newsletter distributed via MailChimp)
- PGME website

Types of Distribution Requests

PGME receives requests to distribute communications from both internal partners (PG Faculty Leads and other internal staff) as well as external partners (for example, the Office of Learner Affairs, Office of Inclusion and Diversity, Departments at Temerty Medicine etc.) The most common requests are outlined below.

Internal Requests (from PGME staff and Faculty Leads)

- Invitations to events hosted by PGME or relevant to the PGME community
- Faculty Lead portfolio activities and events
- Timely information and updates
- PAAC Award nominations

External Requests (partners and colleagues from offices outside of PGME)

- Events
- Timely information
- MD Program activities
- Requests to share surveys from faculty and residents

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| Approved By: | PG Executive, Medical Education Executive |
| Office Date of Original Policy/Guideline: | September 2024 |
| Date of last review: | Med Ed Exec, December 2024 |
| Reviewed by PG Exec: | |
| Date of Next Scheduled Review: | |



Recommendations for handling common requests

| Internal | |
|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| Type of Request | Communication Tool |
| Event invitations | PGME Post PGME website (if open to majority of PGME community) Email distribution at discretion of Associate Dean |
| Faculty Lead portfolio activities/events | PGME Post PGME website (if open to majority of PGME community) Email distribution at discretion of Associate Dean |
| Timely information and updates | Email distribution |
| PAAC Award nominations | Email distribution PGME Post |
| External | |
| Type of Request | Communication Tool |
| Events | PGME Post PGME website |
| Timely information | Email distribution at discretion of Associate Dean |
| MD Program activities | PGME Post Email distribution at discretion of Associate Dean |
| Survey distribution requests | PGME does not distribute surveys |

Process for Submitting Distribution Requests

Lead Time: Distribution requests must be submitted a minimum of 5 business days before the anticipated send date.

Required Information: Distribution requests must include the following information:

Audience: Which group(s) is the message/event intended for (PDs, residents, fellows etc.)

Desired send date: Is there a timing consideration for the message (submission deadline, event date etc.)

Draft message: The sender must provide a draft of the message that can be reviewed/edited before distribution. The draft should include any relevant links (event registration, application details etc.), attachments and contact information for readers to follow up with.

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Message Contact: PGME will require a contact to follow up with if there are additional questions about the distribution request or suggested edits to the draft message.

Distribution Policies for External Requests

- Once a message is approved for distribution from the ADPGME email one follow-up/reminder can be requested. Multiple e-mail reminders will not be accepted.
- Requests to contact learners directly will be approved at the discretion of the Associate Dean and will be considered only with the information is urgent/critically important.

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