



TEMERTY FACULTY OF MEDICINE UNIVERSITY OF TORONTO

BRIEFING NOTE

Issue:	Proposal for Departmental Webpages on Learner Mistreatment Ensuring alignment between the Temerty Faculty of Medicine (TFOM) and Departments
Motion:	To solicit feedback on proposed language for Departmental webpages that introduce the <i>Guidelines for Managing Disclosures about Learner Mistreatment for Postgraduate Medical Education (PGME) Learners</i> and the <i>MD Program Student Mistreatment Protocol</i> , and an integrated approach for managing disclosures.
Purpose	To provide proposed language for Departmental Webpages that demonstrate our shared commitment to supporting a positive learning environment in an integrated manner among the TFOM, clinical departments, and hospitals.
Background/ Rationale	<p>The MD Program Protocol for Student Mistreatment was revised in March 2020 and the PGME Guidelines for Managing Disclosures of Learner Mistreatment was revised in January 2021.</p> <p>The goal of the revisions was to ensure alignment of the guidelines across the continuum of learners within the TFOM to enable consistent language, frameworks, expectations, and approaches.</p> <p>The revisions also reference the <i>Standards of Professional Behaviour for Clinical (MD) Faculty</i> that were newly revised and approved in April 2020 for medical clinical faculty and they are rooted in other foundational policies within University of Toronto, CPSO, and the Ontario Human Rights Code.</p> <p>Some of the changes to the Guidelines include:</p> <ul style="list-style-type: none">○ Establishing the newly developed Learner Experience Office as a central hub for support and resources for PGME learners.○ Clarifying the scope of the Guidelines to reflect definitions of registered learners in the MD Program (students, visiting students) and PGME (residents, clinical fellows, visiting elective learners, learners who are international medical graduates and internationally funded trainees)○ There were minor revisions to sections on Resolution Mechanisms, Potential Review and Management Options (including Investigations), and Appeals processes. <i>Note:</i> These procedures are not currently outlined in the MD Student Mistreatment Protocol and will be integrated into the next revision.



- As noted, it includes newly updated U of T policies and procedures; and references external governmental, regulatory, and licensing authority policies and guidelines.
- It establishes a new level of institutional accountability by mandating oversight of the Guidelines which includes tracking mistreatment and annual reporting to the TFOM community.

It is now essential that the departments, hospitals, and the TFOM work together to champion the revised guidelines and processes and to respond to concerns being raised by our learners. In order to have a shared and integrated approach to managing disclosures, it is vital that we promote a unified approach and ensure alignment across the institution, including replacement of any existing department level processes or formal reporting systems.

**Consultations
for Revised
Guidelines**

- Chairs and Vice Chairs of Education, Clinical Departments
- Hospital University Education Council
- Faculty of Medicine Legal Counsel
- Diversity Advisory Council
- Senior Advisor, Clinical Affairs and Professional Values
- Learner Experience Advisory Council
- PARO and other postgraduate learners
- PGME Advisory Council and Fellowship Advisory Council
- MD Program learners

Contact

Dr. Reena Pattani, Director of Learner Experience, at reena.pattani@utoronto.ca with any feedback, concerns or questions.

APPENDIX

Sample Text: Departmental Webpages for Learner Mistreatment

The Department of (Dept Name) is committed to enabling a positive learning and working environment for everyone in our community. We support an integrated approach to addressing learner concerns that champions the principles articulated in the TFOM guidelines on managing disclosures of learner mistreatment for [medical students](#) and [PGME trainees](#) (residents and clinical fellows).

The TFOM has adopted the AAMC definition for learner mistreatment which refers to *intentional or unintentional behaviours that show disrespect for the dignity of others*. This may manifest as unprofessional behaviours, discrimination and discriminatory harassment, or sexual violence and sexual harassment.

The TFOM has established a centralized hub of supports and resources for learners who have witnessed or experienced mistreatment. To learn more about how to **discuss, disclose, or report** learner mistreatment, you can access resources here:

- For MD Program: <https://md.utoronto.ca/student-mistreatment>
- For PGME: <https://pgme.utoronto.ca/current-trainees/while-youre-training/access-wellness-resources/urgent-advice-for-pgme-trainees/personal-health-safety/learner-mistreatment/>

These webpages include an online disclosure form through which you can submit disclosures to the Learner Experience Office in an identified or anonymous way.

Within our own Department, our education leadership team are also available to support learners in accessing and understanding the supports and resources available. Our leadership team includes:

- Vice Chair of Education:
- Fellowship Director:
- Residency Program Director:
- Clerkship Director:

The TFOM will also monitor trends from learner concerns to identify systems-level interventions in partnership with the clinical departments and hospitals that can be implemented to improve the learning and working climate for us all.

The bottom line is that we are here for you, please reach out anytime!