



RESPONDING TO INCIDENTS OF MISTREATMENT FLOW CHART

Responding to Incidents of Mistreatment Flow Chart is a suggested guide for decision making and response when navigating situations of actual or potential learner mistreatment. The flow chart provides two common scenarios where mistreatment may occur and highlights key considerations for learners when navigating these situations, such as:

- Comfort level of the learner during the interaction
- Exploration of the rationale behind a request for change of service provider
- Presence or absence of a form of mistreatment
- Assessment of the patient's health and mental health status and acuity of health concern
- Potential effects of granting or denying the request
- Observation of escalation of behaviours or imminent risk of harm in the current situation

The flow chart offers suggested responses based on the assessment of the key considerations noted. Potential responses include disengaging and getting support, using safe engagement and self-management strategies, maintaining a trauma-informed lens and identifying the most appropriate response to the request.

This flow chart has been adapted from UHN's Addressing Caregiver Preference Requests Guidelines and the Mayo Clinic's Algorithm for Response to Inappropriate Patient or Visitor Behaviour or Request for Specific Clinician Flow Chart.

For additional details regarding the GRIT framework for responding to mistreatment in the moment, please see the following resource:

1. Warner, N.S., Njathi-Ori, C.W. & O'Brien, E.K. (2020). The GRIT (Gather, Restate, Inquire, Talk It Out) framework for addressing microaggressions. *JAMA Surgery*, 155, 178–179.
2. TAHSN (2022). *Responding to Learner Mistreatment from Patients, Family Members and Visitors, Faculty/Supervisor and Learner Guide* (pg 14).

