

SUPPORTING A STRUGGLING LEARNER

Professionalism



SIGNS & SYMPTOMS

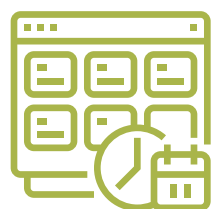
- ✓ Poor patient-doctor relationships
 - May develop inappropriate patient relationships
 - Inability to develop longitudinal patient continuity
- ✓ Lack of respect and/or disrespectful
 - Condescending or inappropriate verbal and nonverbal (body) language
- ✓ Use of medical/technical jargon with patients
- ✓ Inappropriate dress
- ✓ Poor work habits, including:
 - Absent, late, leave early, unreliable
 - Inappropriate timesavers
- ✓ Dishonest or unethical
- ✓ Tries to pass along inappropriate amounts and types of work to colleagues and others

APPROACH to REMEDIATION



Learner meets with success/remediation team – review plan, goals for success, and establish how learner will be reassessed.

Review relevance of professionalism from different perspectives - colleagues and self.



Set expectations with learner within a timeframe.

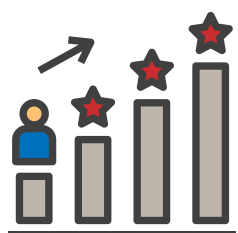
Review specific examples of learner's unprofessional behavior and encourage self-reflection.



Emphasize learner accountability.

- May ask to write a letter of apology to someone impacted by their unprofessional behavior

Discuss consequences of unprofessional behaviors - academic, career, other.



Increase supervision of learner and set limits (e.g., electives, away rotations, etc.)

Reference:

Guerrasio, J. (2018). *Remediation of the struggling medical learner (2e)*. Association for Hospital Medical Education.

