



Origination 07/2015
Last 05/2022
Approved
Effective 05/2022
Last Revised 05/2022
Next Review 05/2025

Owner Stephanie Mcadams
Policy Area Rehabilitation Therapies
Applicability UNC Medical Center

Handling Academic and Performance Problems

I. Description

Describes the policy to manage academic and performance problems associated with the Rehabilitation Therapies training program.

II. Rationale

The Rehabilitation Therapies service line maintains a consistent response to managing academic and performance problems associated with all of their training programs, fellowships and residencies.

When confronted with a resident/fellow who requires counseling and guidance in regard to an academic or performance problem, individual Rehabilitation Services Programs may customize the following; however, all aspects of the Policy must be met:

III. Policy

1. The Program's Director will:
 - a. accurately, timely, and sufficiently document the nature and occurrence of the problem(s) by means of evaluations, personal interviews and letters received concerning performance or resident/fellow complaints, and
 - b. Discuss the issues and potential resolutions with the Rehabilitation Therapies Administrative Director.
2. The Program Director will identify the source of the problems by utilizing:
 - a. academic data, professional evaluations of performance relative to existing standards and requirements;
 - b. disciplinary violations of institution/departmental rules and policies regarding

- academic and/or professional conduct; and
 - c. discussions with the Rehabilitation Therapies Therapy Services Educator (TSE)/resident/fellow supervisors.
3. The Program Director will ensure fair and equitable treatment by:
 - a. reviewing the entire record of performance;
 - b. getting many points of input to avoid arbitrary and capricious actions;
 - c. maintaining factual documentation and accurate information;
 - d. receiving recommendations from the Program's TSE/resident/fellow supervisors; and
 - e. meeting with the Administrative Director for Rehabilitation Therapies.
 4. The Program Director will document by letter sufficient notification to the resident/fellow of the problem, plans for educational enhancement and the consequences.
 5. The Program Director will outline a timetable to the resident/fellow, in the educational enhancement plan letter, within which improvement must be made, during which time the resident/fellow is closely observed and scrutinized under the educational enhancement plan, with a follow up review date.
 6. The Program Director will:
 - a. provide an opportunity for the resident/fellow to respond after initial contact, and
 - b. recommend that the resident/fellow meet with the Rehabilitation Therapy TSE and Administrative Director, and
 - c. recommend, if appropriate, that the resident/fellow seek any additional professional assistance that might be helpful to him/her through the Employee Assistance Program, his/her own personal healthcare professionals, or through resources that may be available through contacting the Office of Graduate Medical Education.
 7. An educational enhancement plan, by definition, is not a disciplinary action, but, rather, offers a resident/fellow an opportunity for structured improvement that will prevent the need for disciplinary action.
 8. The Program Director will establish time lines for performance review in accordance with the educational enhancement plan. The resident/fellow will be notified in writing outlining expectations during this period, as well as the consequences if the problem(s) is not resolved. The Office of Graduate Medical Education must receive signed copies of the educational enhancement plan should dismissal from the program occur.
 9. The Program Director will collect information during the probationary period, review and discuss the information with the Administrative Director, and conduct a follow up review with the resident/fellow on the established date.
 10. At the end of the probationary period, the Program Director will make one of the following decisions:
 - a. accept resolution of the problem(s),
 - b. continue the probationary period,

- c. dismiss the trainee/resident/fellow for failure to meet the academic or performance standards, or
- d. provide notice of non-reappointment

APPEAL PROCESSES

Appeal of didactic grade: For an appeal of a didactic grade to be considered, it must be based on one or more of the following grounds and upon the allegation that the ground or grounds cited influenced the grade assignment to the program participant’s detriment:

- a) mathematical or clerical error
- b) arbitrariness
- c) personal malice;

Appeal to the Program Faculty: The first level of appeal of any didactic grade is to the instructor of record. If the instructor detects an arithmetic or clerical error that negatively influenced the grade assignment, the grade should be modified to reflect the corrected grade. An instructor may not initiate a change of a grade as a result of re-evaluating the quality of the program participant’s performance or as a result of additional work performed by the program participant.

Appeal to the Program Director: If after consultation with the instructor, a satisfactory resolution cannot be reached, the program participant may appeal the grade to the Program Director. The appeal must be in writing and a copy of the appeal must be provided to the instructor. The appeal must cite the evidence by which the program participant judges (a) that an impermissible element existed in the instructor’s evaluation of the program participant’s course work and (b) that it influenced the grade assignment to the detriment of the program participant. The burden of proof falls upon the program participant. Appeals must be submitted no later than 20 calendar days after the grade is officially posted.

Appeal to the Departmental Director(s): If the instructor is also the Director of the Program, the program participant must appeal directly for a review by the Department Director(s) of record. When programs are jointly administered by the UNC Rehabilitation Therapy program and the UNC-CH Allied Health Sciences program, this review will be completed in consultation with both departmental directors. Appeals must be submitted no later than 20 calendar days after the grade is officially posted. All decisions made by the Department Director(s) are final and cannot be further appealed.

Approval Signatures

Step Description	Approver	Date
Policy Stat Administrator	Kimberly Novak-Jones: Nurse Educator	05/2022

	Stephen Finch: VP Operations - UNCMC	05/2022
	Mark Prochazka: Admin Dir Rehab Svcs	05/2022
PolicyStat Administrator	Kimberly Novak-Jones: Nurse Educator	05/2022
	Stephanie Mcadams: Asst Dir Therapy Svcs	04/2022

COPY