

**UNC HOSPITALS POLICY  
ON  
HANDLING ACADEMIC AND PERFORMANCE PROBLEMS**

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When confronted with a resident who requires counseling and guidance in regard to an academic or performance problem, each Program may customize the following as determined by their Education Committee; however, all aspects of the Policy must be met:

1. The Program 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 complaints, and
  - b. Discuss the issues and potential resolutions with the Designated Institutional Official, Office of Graduate Medical Education.
  
2. The Program Director will identify the source of the problems by utilizing:
  - a. academic data, professional evaluations or 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 Designated Institutional Official, Office of Graduate Medical Education.
  
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 education committee; and
  - e. meeting with the Designated Institutional Official, Office of Graduate Medical Education.
  
4. The Program Director will:
  - a. document, by letter and after consulting with Designated Institutional Official, Office of Graduate Medical Education, sufficient notification to the resident of the problem, plans for remediation and the consequences, if the problem is not resolved, and
  - b. provide documentation for an appointment with the North Carolina Physicians Health Program for the resident, which will be coordinated by the Office of Graduate Medical Education, and
  - c. send a copy of the letter to the Designated Institutional Official, Office of Graduate Medical Education.
  
5. The Program Director will outline a timetable to the resident, in the remediation letter, within which improvement must be made, during which time the resident is closely observed and scrutinized under the remediation plan, with a follow up review date.
  
6. The Program Director will:
  - a. provide an opportunity for the resident to respond after initial contact, and
  - b. recommend that the resident meet with the Designated Institutional Official, Office of Graduate Medical Education.

7. The Program Director will, if remediation fails, establish a probationary period for the resident, after consulting with the Designated Institutional Official, Office of Graduate Medical Education, during which time the resident is closely observed and scrutinized using a probationary plan and follow up review date. The resident will be notified by letter of probation of the probationary period and expectations during this period, as well as the consequences if the problem is not resolved. The Designated Institutional Official and Office of Graduate Medical Education must receive signed copies of the probationary letter.
8. The Program Director will collect information during the probationary period, review and discuss the information with the Office of Graduate Medical Education, and conduct a follow up review with the resident on the established date.
9. The Office of Graduate Medical Education must report periods of probation to the North Carolina Medical Board.
10. 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 for failure to meet the academic or performance standards, or
  - d. provide notice of non-reappointment.

Each department must personalize the above and must adhere to the UNC Hospitals Reappointment, Non-Reappointment and Dismissal Policy. All residents must receive copies of the Grievance Procedures Policy and Reappointment, Non-Reappointment and Dismissal Policy during orientation and at the same time any of them are placed on probation, dismissed for failure to meet academic or performance standards or provided notice of non-reappointment.

Originating Unit:	Graduate Medical Education Advisory Committee
GMEC Approval:	December 19, 2001
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