

<b>Policy Name:</b>	<b>PGME Resident Wellness Policy</b>
<b>Application/ Scope:</b>	<b>All PGME Programs</b>
<b>Approved (Date):</b>	PGME Policy Development Committee (PDC): Feb. 14, 2020; PGME Exec. Committee: April 14, 2020; Dean's Council: May 5, 2020
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## BACKGROUND

The University of Manitoba is committed to student wellness. This policy reflects the Max Rady College of Medicine's commitment to safe, positive and healthy learning environment for all University of Manitoba postgraduate trainees by creating, promoting and sustaining a culture of wellness and resilience within the workplace and the learning environment.

The **CanERA** Standards of Accreditation for Institutions with Residency Programs and the **CanERA** Standards of Accreditation for Residency Programs require PGME policies that promote and address a positive and safe learning environment for all postgraduate trainees and for those involved in postgraduate residency education. Additionally, policies must be in place to address the physical, emotional, mental and spiritual safety of all postgraduate trainees, including specific actions to address fatigue risk management.

This policy identifies the services and supports that are available to all postgraduate trainees provided by the Max Rady College of Medicine in the Rady Faculty of Health Sciences at the University of Manitoba, to support resident wellness and a safe and positive learning environment. Additionally, this policy identifies key metrics to assess markers of resident wellness and a positive learning environment as well as reporting standards from sites and programs related to wellness activities and initiatives. This policy is to provide an overarching approach to wellness amongst postgraduate trainees; individual programs will have additional offerings or supports that are considered complimentary to those outlined in this policy.

## DEFINITIONS

**CanERA** – means Canadian Excellence in Residency Accreditation and refers to the system of residency education accreditation developed by CanRAC

**CanRAC** – is the Canadian Residency Accreditation Consortium, comprised of the three medical residency education accrediting colleges in Canada: Royal College of Physicians and Surgeons of Canada, College of Family Physicians of Canada (CFPC) and Collège des médecins du Québec (CMQ)

**CFPC** – College of Family Physicians of Canada

**Clinical Supervisor/Preceptor** – is the physician to whom the resident reports during a given interval of time, such as an on-call shift

**CMO** – Chief Medical Officer

**Competence by Design (CBD)** – is the RCPSC transformational change initiative aimed at implementing a CBME approach to residency training

**Competency-Based Medical Education** – is an outcomes-based approach to the design, implementation, assessment and evaluation of a medical education program using an organizing framework of competencies

**CPSM** – College of Physicians and Surgeons of Manitoba

**Cultural Safety** – refers to what is felt or experienced by a person receiving services when a provider communicates in a respectful, inclusive way that empowers decision-making and builds a relationship that is collaborative. It requires that providers understand that not all individuals in a group act the same way or have the same beliefs. Cultural safety is determined by those who receive rather than by those who provide the service(s)

**Dismissal** – is the termination of the trainee's enrollment in the training program due to academic, professionalism and/or other reasons

**Discrimination** – an action or decision that treats a person or group badly for reasons that risk violating protected human rights such as their race, age or disability

**Doctors Manitoba** – An organization serving the physicians of Manitoba, advocating for their professional, economic and personal well-being

**Fatigue Risk Management** – A set of ongoing fatigue prevention practices, beliefs, and procedures integrated throughout all levels of an organization to monitor, assess, and minimize the effects of fatigue and associated risks for the health and safety of healthcare personnel and the patient population they serve

**Home Residency Program** – the Residency Program in which the Resident is based

**Illness Days** – means a periodic (less than fourteen (14) consecutive calendar days) planned or unplanned time away from training due to medical illness

**KEEP IT UP Button** – an online mechanism for postgraduate trainees to recognize excellence in teaching faculty independent of the Preceptor Feedback Form/Faculty Evaluation Form

**Learning Environment** – The diverse physical locations, contexts, and cultures in which trainees learn

**Leave of Absence (LOA)** – is an approved planned or unplanned interruption of training (greater than fourteen (14) consecutive calendar days) for any of a variety of reasons, including medical illness, bereavement, maternity, paternity, partner leave and educational leave. Vacation, Religious Observances, statutory holidays, examination days and unplanned sick days are **not** considered leaves of absence

**Office of Professionalism** – is the office overseen by the Associate Dean, Professionalism and the team available to all faculty and learners within the Max Rady College of Medicine through a variety of proactive and reactive activities to ensure that all teaching faculty and learners are held to professional standards consistent with the practice of medicine, recognizing the responsibility and privilege that accompanies the physician role

**PARIM** – Professional Association of Residents and Interns of Manitoba

**PGME** – means Postgraduate Medical Education and refers to the Office of Postgraduate Medical Education, which operates within the Max Rady College of Medicine. It represents postgraduate medical education at the University of Manitoba through residency, fellowship, Areas of Focused Competence, post-doctoral and other training programs. The programs which PGME oversees are those accredited by the Royal College of Physicians and Surgeons of Canada (RCPSC), the College of Family Physicians of Canada (CFPC), the Canadian Psychological Association (CPA), the Canadian Academy of Clinical Biochemistry (CACB), the Canadian College of Microbiology (CCM) and the Canadian College of Medical Geneticists (CCMG). Applicable to all of its training programs, PGME develops and administers policies and governs through the PGME committees. The PGME Office is overseen by the Associate Dean, PGME, Max Rady College of Medicine

**PGME Student Affairs and Wellness Office** – serves as a liaison to many campus services such as career and personal coaching, student accessibility services and student advocacy. Work on behalf of postgraduate trainees with all levels of medical program administrators, Deans, faculty and various departments in the Max Rady College of Medicine

**Probation** – is an interval/period of training during which the trainee is expected to correct areas of serious clinical or academic challenges or concerns about professional conduct that are felt to jeopardize successful completion of the Residency Program. Probation implies the possibility of Dismissal from the Residency Program if sufficient improvement in performance is not identified at the end of the Probation Period. It is comprised of a formal program/plan of individualized educational support, assessment and monitoring designed to assist the trainee in correcting identified serious performance deficiencies

**Program Wellness Lead** – the Faculty member responsible for coordinating the PGME Wellness Program and supports the wellness interests of the residents

**Provincial Medical Administration Office (PMAO)** – is the office or person designated to receive and maintain records, applications, correspondence and information pertaining to the Medical Staff (including trainees) provincially

**Quadruple Aim** – an approach to enhancing patient experience, improving population health, reducing costs and improving the work life of healthcare providers

**Racism** – is a belief that groups of humans possess different behavioural traits corresponding to physical appearance and can be divided based on the superiority of one race over another

**RCPSC** – Royal College of Physicians and Surgeons of Canada

**Remediation** – is an interval of training consisting of a formal program of individualized educational support, assessment and monitoring which is designed to assist a trainee in correcting identified areas of performance deficiencies. The goal of Remediation is to maximize the chance that the trainee will successfully complete the Residency Program

**Resident** – an individual enrolled in one of the accredited Residency Programs under the authority of the Associate Dean, PGME. The following is a listing of Resident categories within PGME at the Max Rady College of Medicine:

- A postgraduate learner who has obtained a Doctorate of Medicine (MD) or Doctorate of Osteopathic Medicine (DO) and has an educational or a general license from the College of Physicians and Surgeons of Manitoba (CPSM)
- A learner enrolled in the Clinical Health Psychology Program

- A learner enrolled in one of the Post-Doctoral Residency Programs:
  - Clinical Biochemistry
  - Genetic and Genomic Diagnostic (formerly known as Molecular Genetics and Cytogenetics)
  - Clinical Microbiology
- A learner enrolled in one of the College of Dentistry Programs
  - Oral and Maxillofacial Surgery
  - Pediatric Dentistry

**SAS** – Student Accessibility Services, University of Manitoba

**Shared Health** – is the organization that delivers specific province-wide health services and supports centralized administrative and business functions for Manitoba health organizations

**SPEAK UP Button** – an online mechanism for trainees to report urgent concern anonymously and confidentially

**Student Services at Bannatyne Campus (SS@BC)** – provides consultation, support and referral services to all undergraduate and graduate students and residents in the Rady Faculty of Health Sciences (RFHS) and are separate and distinct from any academic program and exist solely to support students' personal and academic success

**Supervising Physician/Preceptor** – a physician who oversees, and is the Most Responsible Provider for, the clinical activities of one or more Trainees, and has the appropriate privileges at the clinical setting

**Suspension** – is the temporary removal of a resident from clinical and academic activities

**Trainee** – in the case of PGME, is any PGME Program learner who is appropriately registered with and licensed by CPSM or other applicable licensing authority and who is fulfilling the certification requirements for a primary discipline, subspecialty, certification of special competence or enrolled in a program designated as “Accreditation without Certification” or enrolled in a program to gain an educational experience beyond certification requirements

**Wellness** – A state of health, including physical, mental, and social wellbeing, that goes beyond the absence of disease or infirmity

## 1. PURPOSE

- 1.1 To identify the services and supports that are available to all postgraduate trainees provided by the Max Rady College of Medicine to support resident wellness and a safe and positive learning environment
- 1.2 To establish key metrics to assess markers of resident wellness and a positive learning environment as well as reporting standards from sites and programs related to wellness activities and initiatives
- 1.3 To provide an overarching approach to wellness amongst postgraduate trainees and to ensure the safety and wellness of both trainees and patients; individual programs will have additional offerings or supports that are considered complimentary to those outlined in this policy

## 2. POLICY STATEMENTS

- 2.1 The PGME Student Affairs and Wellness office provides a safe and confidential venue to support postgraduate trainees with any concerns that arise as part of their postgraduate training. Postgraduate trainees have access to mentorship support with respect to academic counselling, remediation and accommodation. The office is also available for postgraduate trainees experiencing difficulties in their personal lives that may affect their clinical work
- 2.2 The PGME Student Affairs and Wellness Office partners with other key offices and programs including Professionalism, Equity, Diversity and Inclusion, UGME Student Affairs and supports initiatives that support resident leadership, advocacy and other programs recognizing that resident wellness extends beyond personal wellness initiatives
- 2.3 All PGME programs will provide an annual summary of wellness-related topics and how they are addressed within their programs. Topic areas include: personal wellness, collaboration, leadership, health advocacy, patient safety, quality improvement and professionalism. The report is meant to summarize what is being done in addition to topics addressed in the Core Curriculum and to provide an opportunity for potential collaboration across departments
- 2.4 The safety and wellness of patients and residents is actively promoted throughout the learning environment. All postgraduate trainees have access to resources and supports available to them including, but not limited to, the following:
  - 2.4.1 **Resident Safety:** Resident safety is guided by the PGME [Resident Safety Policy](#), the concept of resident safety includes physical, spiritual, emotional, mental, cultural and professional security, including resident involvement in extraordinary circumstances. This policy ensures the safety of postgraduate trainees and ensures the safety and proper care of patients in educational settings. All Residency Programs must adhere to the PGME Resident Safety Policy
  - 2.4.2 **Resident Travel:** Residents who wish to engage in International Electives must adhere to the [PGME International Electives Policy](#). The PGME office, in coordination with the International Centre of the University of Manitoba, provide education and support on international travel to ensure residency education occurs in a safe learning environment
  - 2.4.3 **Resident Supervision:** Resident Supervision is directed by the Max Rady College of Medicine [Supervision of Learners Policy](#). The policy clarifies the roles and responsibilities of learners, ensures adequate supervision and ensures the safety and proper care of patients in educational settings. All Residency Programs must adhere to the Supervision of Learners Policy
  - 2.4.4 **Learning Environment:** Regular environmental scans of Residency Programs are conducted by the Max Rady College of Medicine Office of Professionalism to ensure residency education occurs in a safe learning environment. Concerns with the safety of the learning environment are appropriately identified and remediated; follow up on matters is planned and all documentation from matters are developed and maintained. Anonymous reports are shared with Shared Health and University of Manitoba Leadership. Aggregate reports are shared with Department Heads and Program Directors for follow-up

Prevention of learner mistreatment is guided by the [Max Rady College of Medicine Prevention of Learner Mistreatment Policy](#). Postgraduate trainees are encouraged to report all instances of mistreatment in the learning environment. Several reporting

options are provided: Speak Up button, End of Rotation Evaluation with link to the Mistreatment Survey and via email to both the PGME Student Affairs and Wellness office or to the Max Rady College of Medicine Office of Professionalism. Postgraduate trainees are offered the opportunity to meet with the Associate Dean, PGME Student Affairs and Wellness and the team in the PGME Student Affairs and Wellness Office to further discuss any instance of mistreatment and to explore further options for support

All mistreatment surveys and Speak Up reports are reviewed by the Max Rady College of Medicine Office of Professionalism at the end of each rotation. Quarterly summaries of mistreatment reports are collated and reviewed via the Office of Professionalism. These reports are distributed to the Associate Dean, PGME Student Affairs and Wellness and shared with the Associate Dean, PGME, Department Heads, Shared Health and site CMOs. Upon initial review, situations deemed urgent by the Professionalism Office are addressed more urgently. Postgraduate trainees involved are encouraged to connect with the PGME Student Affairs and Wellness Office for ongoing support

Residents are entitled to a work and learning environment that is free from all forms of discrimination, including racism, as identified in accordance with the [University of Manitoba's Respectful Work and Learning Environment Policy](#). The [Rady Faculty of Health Sciences Equity, Diversity and Inclusion Policy](#) provides for equality of opportunity, an accessible learning and working environment and ensures cultural safety for patients and respect for learners, faculty and staff, allowing for a safe and welcoming place for all people. Residents are encouraged to take appropriate steps to disrupt discrimination, including racism of targeted groups

**2.4.5 Fatigue Risk Management:** Fatigue is a hazard in medical education that impacts residency training and workplace health and safety, with potential implications for patient safety. Fatigue is an inevitable aspect of continuous healthcare service and therefore is it not realistic to eliminate risk but rather to work collectively to mitigate the risk across the system. Successful management of fatigue risk is therefore the shared responsibility among all those who have a role within medical education. In accordance with recommendations put forward in the [Fatigue Risk Management Toolkit](#), several metrics are established to address fatigue risk management and identify potential higher risk rotations/sites that may warrant more specific intervention including:

- 2.4.5.1 Clinical departments and all Residency Programs must have their own Fatigue Risk Management policy to prevent, mitigate and manage the hazards of fatigue during residency which will complement this PGME Resident Wellness Policy (Appendix 1 – **Fatigue Risk Management Template**)
- 2.4.5.2 Every trainee bears a responsibility to self, to their peers and to those for whom they provide care, to manage their fatigue during training and as they transition into practice
- 2.4.5.3 Trainees have a responsibility to report to their immediate supervising physician/preceptor, when they have not been able to obtain sufficient sleep or believe they are at risk of making a fatigue-related error and **must** engage in appropriate risk mitigation strategies
- 2.4.5.4 Postgraduate trainees can anonymously report fatigue risk management concerns as part of the end of rotation evaluation which includes a question about compliance with duty hours limitations, average number of hours worked per week and working while sick. These results are summarized quarterly and shared with Department Heads, PGME, Program Directors and CMOs

- 2.4.5.5 Incident or event reporting will be kept confidential and for the purposes of maintaining a safe learning environment. Therefore postgraduate trainees will feel safe in voicing and reporting any fatigue-related risks they observe
- 2.4.5.6 In support of the health and well-being of postgraduate trainees, the Max Rady College of Medicine in collaboration with PARIM, has arranged for all postgraduate trainees to have access to cost-free safe transportation home post-call and return when safe, to reclaim their vehicles
- 2.4.6 **Leave of Absence (LOA):** Trainee LOAs are guided by the [PGME Leave of Absence and Waiver of Training Policy](#). In some cases, LOAs might be necessary to ensure patient safety. All postgraduate trainees pursuing a Leave of Absence must connect with the PGME Student Affairs and Wellness Office prior to the start of their leave to ensure the following:
- All necessary resources, documentation and approvals are in place
  - The trainee has a complete understanding of the impact of the LOA on duration of training (if applicable)
- 2.4.7 **Remediation, Probation and Suspension:** Trainee Remediation, Probation and Suspension are guided by the [PGME Resident Assessment Policies](#) (RCPSC Time-Based, RCPSC CBME & CFPC Family Medicine Assessment, Probation & Remediation). In some cases, a suspension might be required to ensure patient safety. All postgraduate trainees beginning a Remediation, Probation or Suspension must connect with the PGME Student Affairs and Wellness Office prior to the start of their Remediation, Probation or Suspension to ensure the following:
- The trainee has appropriate services and supports to optimize success of remediation/probation/training
  - The trainee is aware of implications of status regarding their Remediation, Probation or Suspension
- 2.4.8 **Accommodation:** The PGME Student Affairs and Wellness Office works collaboratively with Student Accessibility Services (SAS) and PGME programs to support postgraduate trainees with accommodation needs. The Max Rady College of Medicine is required to follow the [University of Manitoba Accessibility Policy](#) and Student Accessibility Procedure. All Trainees in PGME Programs must meet the essential skills and abilities requirements outlined in the [Essential Skills and Abilities \(Technical Standards\) for Admission, Promotion or Graduation in the PGME Program, and Accommodation Policy](#)
- 2.4.9 **Program Wellness Leads:** Identified PGME Wellness Leads within PGME programs are invited to an annual meeting to provide an update and summary on the work being done in this area across all programs. This group also supports organization and planning of the annual Resident Forum and other PGME-wide initiatives
- 2.4.10 **PARIM & Doctors Manitoba:** Both [PARIM](#) and [Doctors Manitoba](#) provide wellness supports and programs accessible by all postgraduate trainees. Their websites provide information, tools and resources to promote physician health and wellness
- 2.4.11 **Resident Forum:** The PGME Student Affairs and Wellness Office, in collaboration with all PGME Residency Programs and supported by the Office of the Dean, Max Rady College of Medicine and Shared Health Manitoba, organizes an annual Resident Forum, as protected time for all postgraduate trainees to participate in sessions, discussions and activities related to personal wellness, health care provider

and team culture and the role of residents and physicians in pursuing the Quadruple Aim. This is also an opportunity for postgraduate trainees from all Residency Programs to learn together thus creating an environment for professional collaboration. A concurrent program is developed with distributed medical education sites so all postgraduate trainees are able to participate

**2.5 Confidentiality of Information:** All information regarding wellness and safety concerns disclosed by postgraduate trainees, including personal health information, shall be kept confidential in accordance with The Freedom of Information and Protection of Privacy Act (Manitoba) and The Personal Health Information Act

2.5.1 The information will be shared with only those who need to know in order to give effect to the policy and its procedures, and to assist the resident in obtaining adequate support and resources

### **3. PROCEDURES**

3.1 Postgraduate trainees are informed of the process to access wellness supports and resources by means of the following:

- Orientation Session for New postgraduate trainees prior to the commencement of the Home Residency Program
- This policy is posted on the PGME Program website
- The PGME Student Affairs and Wellness Office maintains both a Wellness website and a Student Affairs website
- Programs are encouraged to connect with the PGME Student Affairs and Wellness Office to arrange additional presentations for their postgraduate trainees related to these topics and services

3.2 Postgraduate trainees requiring supports can be identified, as follows:

3.2.1 The PGME Student Affairs and Wellness Office and/or the Student Services at Bannatyne Offices will connect with the appropriate services as indicated

3.2.2 In the course of the Residency Program, a resident may disclose information to the Associate Dean, PGME Student Affairs & Wellness, the Associate Dean, PGME, the Residency Program Director, or Shared Health, as employer, indicating that they would benefit from wellness resources and supports. The appropriate resources and supports will be arranged by the individual to whom the information was disclosed

3.2.3 A resident requesting LOA is referred to and must connect with the PGME Student Affairs and Wellness Office prior to the start of their leave

3.2.4 A resident beginning a Remediation, Probation or Suspension is referred to and will connect with the PGME Student Affairs and Wellness Office prior to the start of their Remediation, Probation or Suspension

**POLICY CONTACT:** Associate Dean, PGME Student Affairs & Wellness and Associate Dean, PGME



## REFERENCES

Bodenheimer, Thomas, Sinsky, Christine. From Triple to Quadruple Aim: Care of the Patient Requires Care of the Provider. Published online November/December 2014, doi: 10.1370/afm.1713 Ann Fam Med vol. 12 no. 6 573-576.

<http://www.annfammed.org/content/12/6/573.full>

CanERA, General Standards of Accreditation for Institutions with Residency Programs

<http://www.canera.ca/canrac/canrac/documents/general-standards-accreditation-for-institutions-with-residency-programs-e.pdf>

CanERA, General Standards of Accreditation for Residency Programs

<http://www.canera.ca/canrac/canrac/documents/general-standards-accreditation-for-residency-programs-e.pdf>

Doctors Manitoba Physician Health and Wellness Website

<https://doctorsmanitoba.ca/physician-health>

Fatigue Risk Management for Residents, Leaders, and Policy Makers in Canadian Postgraduate Education

<http://www.residentfatigue.ca/mssites/frm/index.html>

McGill Faculty of Medicine, PGME Wellness Policy,

<https://www.mcgill.ca/pgme/current-trainees/policies-procedures>

Max Rady College of Medicine, PGME Student Affairs Office and Wellness

<https://umanitoba.ca/medicine/student-experience/student-affairs>

Max Rady College of Medicine, Professionalism Office

[http://umanitoba.ca/faculties/health\\_sciences/medicine/professionalism/index.html](http://umanitoba.ca/faculties/health_sciences/medicine/professionalism/index.html)

PARIM Health & Wellness Services for Residents Website

<http://www.parim.org/resident-wellness/>

Student Services at Bannatyne, University of Manitoba

<http://umanitoba.ca/student/bannatyne/>

University of Manitoba, Accessibility Policy and Student Accessibility Procedure

<https://umanitoba.ca/governance/governing-documents-students#accessibility>

University of Manitoba, PGME International Electives Policy

[https://entrada.radyfhs.umanitoba.ca/community/pgmepoliciescommunit#user\\_Safety\\_Rights\\_and\\_Wellness](https://entrada.radyfhs.umanitoba.ca/community/pgmepoliciescommunit#user_Safety_Rights_and_Wellness)

University of Manitoba, PGME Leave of Absence and Waiver of Training Policy

[https://entrada.radyfhs.umanitoba.ca/community/pgmepoliciescommunit#user\\_Assessments\\_Atten\\_dance\\_and\\_Evaluation](https://entrada.radyfhs.umanitoba.ca/community/pgmepoliciescommunit#user_Assessments_Atten_dance_and_Evaluation)

University of Manitoba, PGME Resident Assessment Policies (RCPSC Time-Based, RCPSC CBME & CFPC Family Medicine Assessment, Probation & Remediation)

[https://entrada.radyfhs.umanitoba.ca/community/pgmepoliciescommunit#user\\_Assessments\\_Atten\\_dance\\_and\\_Evaluation](https://entrada.radyfhs.umanitoba.ca/community/pgmepoliciescommunit#user_Assessments_Atten_dance_and_Evaluation)

University of Manitoba, PGME Resident Safety Policy

[https://entrada.radyfhs.umanitoba.ca/community/pgmepoliciescommunit#user\\_Safety\\_Rights\\_and\\_Wellness](https://entrada.radyfhs.umanitoba.ca/community/pgmepoliciescommunit#user_Safety_Rights_and_Wellness)

University of Manitoba, Max Rady College of Medicine, Essential Skills and Abilities for Admissions, Promotion and graduation in the MD Program  
<https://umanitoba.ca/health-sciences/rady-faculty-health-sciences-policies#max-rady-college-of-medicine>

University of Manitoba, Rady Faculty of Health Sciences Equity, Diversity, Inclusion Policy  
<https://umanitoba.ca/health-sciences/rady-faculty-health-sciences-policies#rady-faculty-of-health-sciences>

University of Manitoba, Max Rady College of Medicine Prevention of Learner Mistreatment Policy  
[https://entrada.radyfhs.umanitoba.ca/community/pgmepoliciescommunit#user\\_Ethics\\_Privacy\\_and\\_Professionalism](https://entrada.radyfhs.umanitoba.ca/community/pgmepoliciescommunit#user_Ethics_Privacy_and_Professionalism)

University of Manitoba, Max Rady College of Medicine Supervision of Learners Policy  
[https://entrada.radyfhs.umanitoba.ca/community/pgmepoliciescommunit#user\\_Assessments\\_Atten\\_dance\\_and\\_Evaluation](https://entrada.radyfhs.umanitoba.ca/community/pgmepoliciescommunit#user_Assessments_Atten_dance_and_Evaluation)

University of Manitoba, Respectful Work and Learning Environment Policy  
<https://umanitoba.ca/about-um/respectful-work-and-learning-environment-policy>

University of Manitoba, Student Accessibility Services  
<http://umanitoba.ca/student-supports/accessibility>

## **APPENDICES**

Appendix 1: [Fatigue Risk Management Program Template](#)

Appendix 2: [Wellness Program Template](#)