

TOP 10 Tips for Handling Resident Terminations



An educational resource brought to you by Margie Kleppick, President & CEO

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that proper protocol and procedures may be followed.

10 Promptly inform other residents. As soon as the resident leaves the hospital meet with the other residents (or email if necessary) and tell them that the resident is no longer working for the hospital. Avoid giving details and ask the remaining residents for help with the new schedule.

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(Published March, 2010)

Meet Christine. . .

Christine Redovan, MBA is the Director, Graduate Medical Education & International Affairs at MetroHealth Medical Center, Cleveland, Ohio. She is a graduate of Cleveland State University with a Master in Business. She began her career in Graduate Medical Education in 1995 at the Cleveland Clinic Foundation as a medical student coordinator. Ms. Redovan has remained in her current position for nine years at MetroHealth Medical Center. She administers 24 ACGME accredited training programs with over 380 house officers. She manages all aspects of ACGME accreditation including institutional review, GMCE responsibilities and program reviews. In addition, Ms. Redovan oversees the medical student program, AOA and ADA accredited residencies, recruitment activities and seven shared ACGME accredited programs. She also oversees and coordinates non-immigrant and immigrant visa processing for the hospital.

No one looks forward to terminating a resident. It is crucial to have clear policies, practices and procedures for ensuring that not only is your program upholding safety, educational standards, and professionalism, but that your program is confident in how everyone should handle when a resident should go.

1 Keep up with feedback. Evaluations should be reviewed as they come in. Any unsatisfactory evaluations should be reviewed immediately. Make sure to bring potential issues to the appropriate person when warranted.

2 Give them a warning. Talk to the resident as soon as it becomes apparent that they are heading down the wrong path.

3 Involve your legal department and DIO. Your legal department and DIO are invaluable in these situations. Bringing them on board early protects you and the hospital.

4 Focus on specifics. Human nature tends to have us defend ourselves. Make sure to focus on specific behaviors that are documentable.

5 Terminate earlier rather than later. Do not drag the warnings, remediations, or improvement plans on forever. Stick to the plan if there is no improvement.

6 Make it short and to the point. Have a neutral party present to witness the termination. Explain in simple terms what is happening and why.

7 Explain what this means. Tell the resident how this will affect their future employment; what will need to be reported and to whom.

8 Provide the institutional due process policy. Make sure your policy is up to date. Be sure to explain the policy to the resident. Obtain signed acknowledgement of receipt of due process.

9 Notify the GME office. Inform the GME office of your intent to terminate a resident so

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Administration, Human Resources & Legal

**Resident Terminations: Policies, Practices and
Practical Issues**

**Thursday, September 30, 2010
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