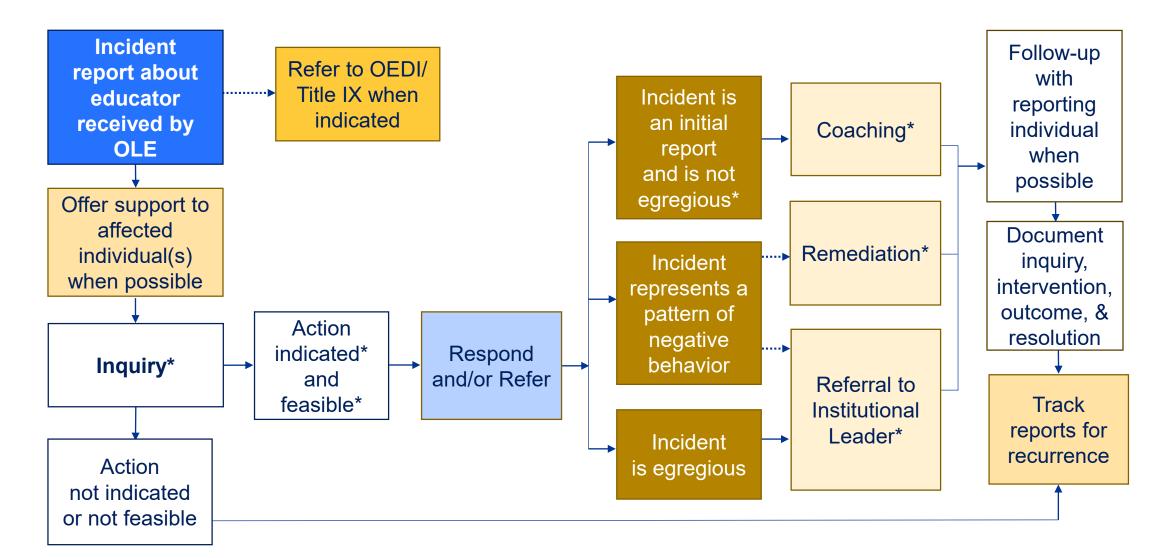# Office of the Learning Environment Incident Response Flow

*See explanations on following page

Office of the Learning Environment, November 2023

Explanation of Terms

- <u>Inquiry</u> (by OLE and OCE)
  - Assess severity: review report details
  - Assess recurrence: review OLE database
  - Assess context: review data from other Preceptor/Course evaluations

- <u>Indicated</u>
  - Report merits response/referral based on severity, recurrence, and/or context, as determined by OLE in collaboration with OCE and OMED, as needed

- <u>Feasible</u>
  - Sufficient details provided
  - Reporter consent obtained

- <u>Egregious</u>
  - Causing major (or potential) harm to individuals, groups or the organization; willful, conscious, or reckless disregard of policies, procedures, or law; malicious intent (Mayo Clinic Values, 2019)

- <u>Coaching</u>
  - 1-on-1 conversation with trusted educational leader (e.g., course/clerkship director) for a bi-directional exploration of the issue to improve performance

- <u>Remediation</u>
  - Structured meeting with direct supervisor to create a performance improvement plan with report back to OLE

- <u>Institutional Leaders</u>
  - UPSOM Office of Faculty Affairs, Chairs, Division/Program Directors, Vice Chairs for Education (for reports involving faculty)
  - UPMC GME Designated Institutional Official (for reports involving residents/fellows)

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