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Therapy Services
Educator
Policy Area Rehabilitation
Therapies
Applicability UNC Medical
Center

Remediation and Grievance Policy for Rehab Trainees

I. Description

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

II. Rationale

The Program leadership 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 (hereafter referred as "trainee") who requires counseling and guidance in regard to an academic or performance problem, individual Training Programs may customize the following; however, all aspects of the Policy must be met:

III. Policy

1. The Program's Director/Coordinator or designee 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 trainee complaints, and
 - b. Discuss the issues and potential resolutions with the appropriate Work Supervisor(s) and Residency-Fellowship Administrators.
2. The Program Director/Coordinator or designee 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 Residency-Fellowship Administrator(s) and Work Supervisor(s).
 3. The Program Director/Coordinator or designee 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 Residency-Fellowship Administrator(s) and Work Supervisor(s).
 4. The Program Director/Coordinator or designee will document by letter sufficient notification to the trainee of the problem, plans for educational enhancement and the consequences.
 5. The Program Director/Coordinator or designee, in collaboration with the Residency-Fellowship Administrator(s) and Work Supervisor(s), will outline a timetable to the trainee, in the educational enhancement plan, within which improvement must be made, during which time the trainee is closely observed and scrutinized under the educational enhancement plan, with a follow up review date.
 6. The Program Director/Coordinator or designee will:
 - a. Provide an opportunity for the trainee to respond after initial contact, and
 - b. Recommend that the trainee meet with the Residency-Fellowship Administrator(s), and
 - c. Recommend, if appropriate, that the trainee 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 trainee an opportunity for structured improvement, that will prevent the need for disciplinary action.
 8. The Program Director/Coordinator or designee will establish time lines for performance review in accordance with the educational enhancement plan during which the trainee is considered to be on probation. The trainee 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 be notified should dismissal from the program occur.
 9. The Program Director/Coordinator or designee will collect information during the probationary period, review and discuss the information with the Residency-Fellowship Administrator(s), and conduct a follow up review with the trainee on the established date.
 10. At the end of the probationary period, the Program Director/Coordinator in consultation with the Residency-Fellowship Administrator(s) and Work Supervisor(s) 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

A. Appeal Process

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 trainee's detriment:

1. Mathematical or clerical error
2. Arbitrariness
3. 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 influences 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 trainee's performance or as a result of additional work performed by the trainee.

Appeal to the Program Director/Coordinator: If after consultation with the instructor, a satisfactory resolution cannot be reached, the trainee may appeal the grade to the Program Director/Coordinator. 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 trainee judges (a) that an impermissible element existed in the instructor's evaluation of the trainee's course work and (b) that it influenced the grade assignment to the detriment of the trainee. The burden of proof falls upon the trainee. Appeals must be submitted no later than 15 calendar days after the grade is officially posted.

Appeal to the Residency-Fellowship Administrator(s)/Departmental Director(s): If the instructor is also the Director of the Program, the trainee must appeal directly for a review by the Residency-Fellowship Administrator(s). If the Residency-Fellowship Administrator(s) also serves as Director/Coordinator then the appeal goes immediately to Department Director(s) of record. When programs are jointly administered by the UNC Rehabilitation Therapies and the Department of Health Sciences, 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.

IV. Related Policies

[Retention and Termination](#)

Approval Signatures

Step Description	Approver	Date
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Policy Stat Administrator	Kimberly Novak-Jones: Nurse Educator	08/2024
	Stephen Finch: VP Operations - UNCMC	08/2024
	Mark Prochazka: Admin Dir Rehab Svcs	08/2024
PolicyStat Administrator	Kimberly Novak-Jones: Nurse Educator	08/2024
	Kristel Maes: Therapy Services Educator	08/2024

Applicability

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