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Owner Julie Mccoy:
Senior Manager
Pharmacy
Policy Area Medication
Management
Applicability WA - Providence
St. Peter Hospital

Pharmacy Residency Program: Problem Identification and Resolution

Policy Number: 77100-HR-008

PURPOSE:

Address concerns and issues which are raised during a Pharmacy residency.

APPLIES TO:

All Pharmacy Residents of Providence South Puget Sound (SPS) Providence St. Peter Hospital (PSPH).

POLICY STATEMENT:

Outlines process for identification and resolution of problems.

OBSERVATION & SAFETY FACTORS:

(Refer to Procedure section)

PROCEDURE:

1. Trainee Grievances
 - A. Most problems are best resolved through face-to-face interaction between the resident and preceptor (or other staff), as part of the on-going working relationship.
 - B. Residents are encouraged to first discuss any problems or concerns with their preceptor.

- C. In turn, preceptors are expected to be receptive to complaints, attempt to develop a solution with the resident, and to seek appropriate consultation.
- D. If resident-faculty discussions do not produce a satisfactory resolution of the concern, a number of additional steps are available to the resident.

2. Informal Mediation

- A. Either party may request the residency director to act as a mediator, or to help in selecting a mediator who is agreeable to both the resident and the preceptor.
- B. Such mediation may facilitate a satisfactory resolution through continued discussion.
- C. Alternatively, mediation may result in recommended changes to the learning environment, or a recommendation that the resident change rotations (or make some other alteration in their learning goals and objectives) in order to maximize their learning experience.
- D. Residents may also initiate a request to change rotations.
- E. Changes in rotations must be reviewed and approved by the residency director.

3. Formal Grievances:

- A. In the event that informal avenues of resolution are not successful, or in the event of a serious grievance, the resident may initiate a formal grievance process by sending a written request for intervention to the residency director.
 - 1. The Residency Director will notify the Director of Pharmacy of the grievance, and call a meeting of the Residency Advisory Council (RAC) to review the complaint.
 - a. The resident and preceptor will be notified of the date of the review and given the opportunity to provide the Residency Advisory Council with any information regarding the grievance.
 - 2. Based upon a review of the grievance and any relevant information, the Residency Advisory Council will determine the course of action which best promotes the resident's learning experience.
 - a. This may include recommended changes within the rotation itself, a change in preceptor assignment, or a change in rotation.
 - 3. The resident will be informed in writing of the Residency Advisory Council's decision, and asked to indicate whether they accept or dispute the decision.
 - a. If the resident accepts the decision, the recommendations will be implemented.
 - b. If the resident disagrees with the decision, the resident may appeal to the Director of Pharmacy, who has overall responsibility for the Pharmacy Residency Program, and will be familiar with the facts of the grievance review.
 - c. The Director of Pharmacy will render the appeal decision, which

will be communicated to all involved parties and to the Residency Advisory Council.

4. In the event that the grievance involves any member of the Residency Advisory Council (including the residency director), that member will excuse themselves from serving on the Residency Advisory Council during the grievance due to a conflict of interest.
 - a. A grievance regarding the residency director may be submitted directly to the Director of Pharmacy for review and resolution in consultation with the Residency Advisory Council.
 5. Any findings resulting from a review of a grievance that involves unethical, inappropriate, or unlawful staff behavior will be submitted to the Director of Pharmacy for appropriate personnel action.
4. Probation and Termination Procedures – The problematic trainee: The Residency Program aims to develop advanced professional competence.
- A. Conceivably, a resident could be seen as lacking the competence for eventual independent practice due to a serious deficiency in skill or knowledge, or due to problematic behaviors that significantly impact their professional functioning.
 1. In such cases, the residency director or Residency Advisory Council will help residents identify these areas and provide remedial experiences or recommended resources in an effort to improve the resident's performance to a satisfactory degree.
 - B. Conceivably, the problem identified may be of sufficient seriousness that the resident would not get credit for the residency unless that problem was remedied.
 - C. The residency director may seek advisement from appropriate hospital resources, including Risk Management and/or Regional Counsel.
5. Illegal or Unethical Behavior:
- A. Illegal or unethical conduct by a resident should be brought to the attention of the residency director in writing.
 - B. Any person who observes such behavior, whether staff or resident, has the responsibility to report the incident.
 - C. The residency director may seek advisement from appropriate hospital resources, including Risk Management and/or Regional Counsel.

AGE-RELATED CONSIDERATIONS:

N/A

CONTRIBUTING DEPARTMENT/COMMITTEE APPROVALS:

N/A

DEFINITIONS:

N/A

ATTACHMENTS:

N/A

OWNER:

Senior Manager - Pharmacy Services SPS

REFERENCES:

N/A

ADMINISTRATIVE APPROVAL:

Senior Director, Pharmacy Services, SPS

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All Revision Dates

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Approval Signatures

Step Description	Approver	Date
Site Administrator, SWSA	Erika Sherie Luat: Quality Accreditation Analyst	10/13/2022
Regional Director Pharmacy Services SWSA	Lauren Bristow: Senior Director Pharmacy	10/13/2022
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Standards

No standards are associated with this document