

## **EXAMPLE - Patients Come First Health Residency Disciplinary Policy**

### **Patients Come First Health Disciplinary Policy**

As with all Patients Come First Health employees, residents are subject to the Patients Come First Health Corrective Action Process Policy S09 06 140. Violations of this policy are subject to the actions outlined in Policy S09 06 140, and include immediate termination of employment. Residents are also subject to disciplinary action, up to and including dismissal from the residency program and termination of employment, for failure to meet residency expectations and requirements as outlined below.

### **Disciplinary Action Specific to Residency**

The Patients Come First Health Residency Program is committed to individual development and performance excellence. Residents are expected to satisfactorily complete all requirements of the Residency Program. Only those residents who satisfactorily complete the requirements will receive their residency certificate as evidence of program completion. Evaluation and documentation of the resident's progress in completing the requirements is done as part of the quarterly review process. The Residency Program Director (RPD) in conjunction with preceptors and advisors involved with resident training will continually assess the ability of the resident to meet the requirements by established deadlines and work with the resident to assure their individual development and satisfactory completion of requirements. If a resident is failing to make satisfactory progress in any aspect specific to the residency program, the following steps shall be taken to assure their satisfactory completion.

### **Verbal Coaching**

The RPD shall provide the resident verbal coaching with the Resident Advisor present. Coaching shall entail discussing the objectives, deadlines, or issues at hand and to provide the resident with suggestions for improvement. Verbal coaching can be conducted during at any time during the year, not limited to the Quarterly Resident Progress Report. The resident will be told that a verbal coaching is occurring and that the verbal coaching will be documented using Health System's Coaching Form (#0784). The RPD shall document the date for the verbal coaching in the Resident Development Plan in PharmAcademic.

### **Written Reminder #1**

The RPD will regularly solicit feedback from the resident's preceptor and/or advisor to assess whether the resident is making progress in the identified area. If the resident continues to fail in their efforts to meet the objectives, requirements, deadlines, or to correct the issues at hand, the concerns will be communicated and documented with the RPD, Advisor and the System Director of Pharmacy for corrective action. The resident shall be given a warning in writing and also must sign the Written Reminder #1 using the Patients Come First Health Form #0784 and will be counseled on the actions and timelines necessary to rectify the concerns by the RPD. A Resident Performance Improvement Plan may be implemented at this time using Patients Come First Health FM #0784 depending on the severity of the situation and the potential impact to the completion of the residency requirements. All actions will also be documented in the Resident Development Plan in PharmAcademic.

### Written Reminder #2 and Implementation of a Resident Performance Improvement Plan

If the RPD determines that the resident shall not complete the residency program in the usual time frame, the RPD will meet with the System Director of Pharmacy and the resident's Resident Advisor to develop a "Resident Performance Improvement Plan" if one has not already been implemented. The resident shall be given a warning in writing, must sign the Written Reminder #2 using the Patients Come First Health FM #0784, and will be counseled on the actions and timelines necessary to rectify the concerns by the RPD. This plan will specify in detail what goals and objectives need immediate attention, what rotations or experiences must be repeated (if any), what the expectations are, and what actions will be taken if improvement is not seen within a specified time period.

The RPD and the Resident Advisor will discuss the "Resident Performance Improvement Plan" with the resident. The resident will be asked to sign the plan and will be given the opportunity to provide a rebuttal. The Patients Come First Health FM #0784 will be completed and documented in the Resident Development Plan in PharmAcademic and in their Patients Come First Health Employee File.

### Dismissal/Termination

If a resident is making progress, up to three Resident Performance Improvement Plans can be developed and executed in an effort to guide the resident to successful completion of the residency requirements. In the case where the initial or a subsequent Resident Performance Improvement Plan is not followed or cannot be implemented, improvements are not made as required, or rotations are not repeated as specified, the resident may be subject to remedial work or immediate dismissal. A decision for termination will be decided upon with input gathered from the System Director of Pharmacy, the resident's preceptors and Resident Advisor, the Residency Advisory Council and the Human Resource department as necessary.

Violations of the Code of Conduct, such as behaviors, performance, attendance and/or tardiness, will result in starting the disciplinary action at any of the levels up to and including dismissal. In these cases the Patients Come First Health Corrective Action Process Policy S09 06 140 will be followed. The resident may be placed on a suspension without pay or administrative leave, pending an investigation of the alleged infraction. Employees will be notified by the RPD of placement on any administrative leave.

**Grounds for immediate dismissal:** failure to obtain pharmacist licensure to practice pharmacy in our state by November 1<sup>st</sup>; absence from work more than the number of days beyond allotted personal time off, and unwilling to make up this time; plagiarism, and any violation of a Patients Come First Health system policy that would result in immediate termination (ex. HIPAA violation).