

HOW TO DEAL WITH UNPROFESSIONAL RESIDENTS

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OBJECTIVES

1. Understand how to set clear expectations for the residents at the beginning of their tenure.
2. Describe the coordinator role in dealing with an unprofessional resident.
3. Understand how to develop a plan of action for addressing the resident who demonstrates unprofessional behavior.

IMPORTANT INFORMATION

1. Recognize professionalism as a competency.
2. Be an example of professionalism.
3. Document everything.
4. Be firm and direct.
5. Always have support from your PD and faculty.
6. It's not personal, it's business.

HELPFUL LINKS

Links:

- <https://www.fammedrcr.org/access-curriculum/medical-ethics/professional-boundaries/>
- https://www.acgme.org/globalassets/PDFs/commonguide/IVA5e_EducationalProgram_ACGMECompetencies_Professionalism_Explanation.pdf

Books:

- *Managing difficult people: A survival guide for handling any employee* by Marilyn Pincus
- *HCPRO: The Residency Coordinators Handbook*.