



ED 005 Registrar in Difficulty Procedure

1. Purpose

To ensure that a registrar who has been identified as failing to progress to an expected level of training or who is experiencing personal difficulty is provided with resources and support to progress towards independent practice in a fair, transparent and defensible manner. This additionally ensures that:

1. The safety of patients and registrars is protected.
2. Evidence about registrars' support is documented.

2. Scope

This procedure is applicable to all registrars enrolled in the Australian General Practice Training (AGPT) program.

3. Definitions

Please refer to MCCC TO 004 MCCC Acronyms, Abbreviations, and Definitions Resource Document for a list of acronyms, abbreviations, and definitions used throughout this document

4. Procedure

1. MCCC has a process for monitoring registrar progress through the training program. This process identifies registrars whose performance raises concerns, and those who have issues that may potentially impact on their performance. (Refer Appendix A.)
2. Where further information is required to make a judgement about a possible or potential performance concern, additional information will be obtained via methods targeted to the specific case. Available methods are listed in the Registrar Assistance Support Framework, which will be used to summarise and collate evidence. Documentation at this level will be on as spreadsheet held on the Z drive. The registrar should be informed if there is any level of assessment other than routine progression. (Refer Appendix A.)
3. When a registrar is identified as being in difficulty, a meeting to discuss the issue/s will be convened between the registrar, the local PALS ME and/or the Regional Head of Education(RHE), and any of the following as appropriate: the registrar's primary supervisor, MCCC's CEO, the DMET, and a Registrar Liaison Officer (RLO).
4. The precise nature of the performance concern should be defined using evidence-based tools where possible.
5. Once the performance issues are defined, they will fall into one or more of the domains outlined in the Registrar Assistance Support Framework. The framework supports the development of an intervention plan by listing appropriate tools to help address each issue. The support program developed will be unique to the registrar's needs. The implementation options will be context specific, and may be significantly different for registrars in hospital posts compared with those completing core general practice terms.
6. The levels at which these issues will be addressed will also be determined. These may include a Focused Learning Intervention (FLI) plan or escalation to remediation with suspension from training time (remediation) as per AGPT policy. (Refer Appendix A.)

7. FLI and remediation documents will be held on the Z drive and recorded on Pivotal or within the registrar's record as appropriate.
8. The PALS panel will meet quarterly to review registrars on remediation and FLIs. Immediate approval of proposed interventions may be given between meetings by the lead PALS ME (or delegate) where necessary in order to avoid any delay in facilitating timely intervention.
9. Costing for any resources required to support additional assessments or interventions will be forwarded to the MCCC finance department for verification and action.
10. Where a difficulty may be better addressed via another procedure, the registrar may be additionally or alternatively directed to any of the other relevant registrar support documents, e.g. MCCC's TR 001 Complaint and Appeals Procedure, ED 008 Registrar Wellbeing Policy, or ED 028 Adverse Event, Critical Incident, Serious Issue and Near Miss Procedure.
11. Whilst formal channels should be used where possible for the giving and receiving of feedback where difficulties are encountered by a registrar, there may be instances where registrars seek advice or input from a member of their medical education team without needing a formal intervention. In these instances, the principles of giving secure feedback should be adhered to, and communication should be handled with respect for all parties. The registrar should be advised that, whilst confidentiality will be maintained, if potentially serious issues are raised that may have significant impact on either the registrar or another party, these will need to be addressed formally and appropriately documented.

Focused Learning Intervention

1. The learning plan will have clearly delineated learning needs and learning activities, reportable learning outcomes and a clear time-line.
2. The registrar will be supported in achieving the goals of the FLI plan with additional resources when indicated or as necessary.
3. At the end of the FLI period, a decision will be made by the PALS lead ME as to whether sufficient progress has been made.
4. If the PALS lead ME decides that the issue/s remain unresolved, the registrar will be considered for Remediation with Suspension from Training Time under the current AGPT Remediation Policy.

Remediation with Suspension from Training Time

1. Remediation is enacted when it is expected that the identified issue will require further training time and will require significant additional educational resources to address the issue. This process requires consultation with the relevant college.
2. The process is instituted when major concerns are identified in the registrar's progress and the identified issues are deemed to warrant halting progress through training but do not warrant withdrawal of the registrar from the AGPT program.
3. Remediation is based on a specifically constructed remediation contract.
4. Where a registrar's training term is defined by a remediation contract, time worked does not count towards training time.
5. The remediation contract is established between the registrar, the supervisor and MCCC.
6. Remediation contracts require approval by the relevant College prior to commencement.

7. The contract is based on clearly delineated learning needs and learning activities, reportable learning outcomes and a clear time-line.
8. Remediation terms usually require significant additional resources, for which additional funding will normally be sought from the relevant College. In applying for remediation funding MCCC will provide the College with the following documents:
 - a. A completed application form as supplied by the relevant College.
 - b. A remediation contract that has been agreed to and signed by the registrar.
 - c. A detailed budget to support the remediation.
 - d. A proposed timetable for progress reports to the relevant College.
 - e. The timeframe for the completion of the remediation.
9. If the registrar is deemed as having successfully completed Formal Remediation as defined by the contract, the registrar will recommence normal training.
10. If the registrar is deemed as having unsuccessfully completed Formal Remediation as defined by the contract, a further and final remediation contract may be developed or the registrar may be excluded from training.
11. Where a registrar refuses to or fails to participate in an approved remediation plan, the registrar will be required to show cause to the RHE as to why this should not result in withdrawal from the AGPT program.

Withdrawal of the registrar from the AGPT program

1. Failure to progress through the process of remediation may result in the registrar's withdrawal from the AGPT training program.

5. Related documents or websites

MCCC documents

[ED 028 Adverse Event, Critical Incident, Serious Issue and Near Miss Procedure](#)

[ED 008 Registrar Wellbeing Policy](#)

Focused Learning Intervention Plan template

Registrar Assistance Support Framework

Remediation Agreement (including draft remediation contract and budget pro forma)

[TR 001 Complaint Policy and Procedure](#)

[TR 015 Registrar Withdrawal Policy and Procedure](#)

External organisation documents

[AGPT Training Obligations Policy](#)

[RACGP A guide to Registrar Remediation](#)

[ACRRM Remediation Policy](#)

[AGPT Withdrawal Policy](#)

6. Document History

Version

1.0	First version
2.0	Changes made to reflect that responsibility for remediation with suspension from training has transferred to the RACGP and ACRRM