

Preceptor Status Review
Midwifery Education Program
Toronto Metropolitan University
April 2019

The Preceptor Status Review policy of the Toronto Metropolitan University Midwifery Education Program includes two parts: Part I. Reporting and review of preceptor complaints, and Part II. Reinstating preceptor status.

Part I. Reporting and review of preceptor complaints

Purpose

This policy and procedure outlines steps to be followed by the Toronto Metropolitan University Midwifery Education Program (“TMU MEP”) when a student, tutor or another preceptor would like to report a complaint about inappropriate or disrespectful behaviour on the part of a preceptor.

Policy

A student, tutor or other preceptor may make a complaint to the Toronto Metropolitan University MEP about inappropriate or disrespectful (actual or perceived) preceptor behavior. The program may also follow up on concerns raised through preceptor evaluation surveys. This policy covers behavior that is alleged or perceived to be inappropriate or disrespectful. All complaints will be assessed to determine if they are made in good faith before moving forward in the process. A complaint that involves discrimination or harassment may be referred to the Toronto Metropolitan University Office of Human Rights Services. Students may also take a discrimination or harassment complaint directly to the Toronto Metropolitan University Office of the Ombudsperson or to Human Rights Services. Informal concerns raised by a student, tutor or other preceptor that are not reported as a formal complaint may be used to inform placement quality and continuing clinical education in the Toronto Metropolitan MEP. Students with concerns about grading or evaluation should follow the university’s academic appeals policies and procedures.

Scope

This policy applies to all preceptors who are affiliated with the Toronto Metropolitan University MEP. Formal complaints may come from current students, tutors or other preceptors, or from students, tutors or other preceptors within one year of the last incident. Toronto Metropolitan University MEP staff may become aware of a complaint and will refer these to the faculty member assigned responsibility for this role.

Procedure

During a placement, the student, preceptor and tutor will follow Toronto Metropolitan University MEP Placement Problem and Conflict Resolution Pathways (see Appendices A and B below). Using these pathways ensures all parties are aware of concerns in a timely way and provides an opportunity for problem resolution. Most concerns will be resolved with communication by the individuals involved using these pathways.

Where problems or complaints are not resolved using the pathways, students, tutors or other preceptors may bring forward informal concerns or report formal complaints to the faculty member assigned responsibility for this role (currently the Clinical Education Coordinator). If any conflict of interest is identified by or related to the responsible faculty member, another faculty member will be designated.

a) Informal concerns

Informal concerns raised by students, tutors or preceptors to the Clinical Education Coordinator will not be followed up with the individuals involved using the formal complaint procedure outlined below. Informal concerns may be used to inform the ongoing work of the Toronto Metropolitan University MEP to improve the quality of clinical placements and continuing clinical education for Toronto Metropolitan University affiliated preceptors.

b) Formal complaints

Formal complaints made by students, tutors or other preceptors must be received in writing and will be followed up with the individuals involved. In addition, placement staff will flag significant feedback on preceptor evaluation surveys and bring these to the attention of the Clinical Education Coordinator who will determine if they require review.

In the case of a formal complaint, the Clinical Education Coordinator will follow these steps in sequential order:

- 1) Review the current complaint to determine if it is made in good faith and if it merits further investigation
- 2) If the complaint merits further investigation, inform all parties of the process and expectations, including confidentiality
 - a. Acknowledge receipt of the complaint within 5 business days
 - b. Inform the preceptor within 10 business days of receiving the complaint and the nature of the complaint
 - c. Offer the preceptor the opportunity to respond in writing within 10 business days of receiving the notice of the complaint
- 3) Determine the preceptor status during the period of investigation. If preceptor status is suspended during the period of investigation, inform the preceptor and the practice's Teaching Practice Coordinator. If a student is in placement with the preceptor, notify the supervising tutor and the Toronto Metropolitan University MEP Experiential Learning Coordinator, who will request an alternative preceptor assignment or temporarily suspend the placement during the period of investigation.
- 4) Review all relevant documentation and as needed, request additional documentation
- 5) As needed, interview the complainant and any other relevant parties
- 6) Determine findings and recommend consequences as outlined below
 - a. Prepare a written report of findings and recommended consequences and submit to the Director for review and approval
 - b. Decisions approved by the Director are final

- 7) Inform the complainant of the outcome of the review
- 8) Meet with the preceptor to discuss findings and consequences within 3 months of receiving the complaint

Consequences

Should the complaint be substantiated, consequences may range from remediation to removal of preceptor status.

A remediation plan may include, but is not limited to:

- Completion of Toronto Metropolitan University MEP continuing clinical education workshops and/or online resources
- Training or coaching about intimidation, harassment and bullying
- Training or coaching on communication skills
- Training on anti-oppression
- Creation of an anti-bullying strategy for the teaching practice
- Creation of a practice policy on how to plan appropriate student workload
- Creation of a practice policy on how students can raise concerns within a placement
- Involvement with students only when a designated supervisor is present to provide direct supervision with a plan for structured feedback to the program
- Indirect supervision by a designated supervisor with a plan for structured feedback to the program
- A probationary period involving frequent check-ins with the student, supervising preceptor and tutor

All opportunities offered by the Toronto Metropolitan University MEP as part of their continuing education program would be available to a preceptor requiring remediation. The costs of additional remediation and supervision would be the responsibility of the preceptor seeking reinstatement.

If a complaint is of a serious nature or if there is a repeated pattern of disrespectful or inappropriate comments or conduct, preceptor status can be revoked and the midwife will be removed from clinical teaching as a preceptor in the Toronto Metropolitan University MEP. The decision to revoke preceptor status is made by the Director and is final.

Part II: Reinstating preceptor status

Purpose

This policy and procedure outlines steps to be followed when a preceptor who has been removed from clinical teaching in the Toronto Metropolitan University Midwifery Education Program (“TMU MEP”) requests to be reinstated.

Policy

Preceptors who have been removed from clinical teaching in the Toronto Metropolitan University MEP may request reinstatement in writing. Reinstatement to preceptor status will be determined on a case by case basis, using the procedures outlined in this document.

Scope

This policy applies to all preceptors affiliated with the Toronto Metropolitan University MEP.

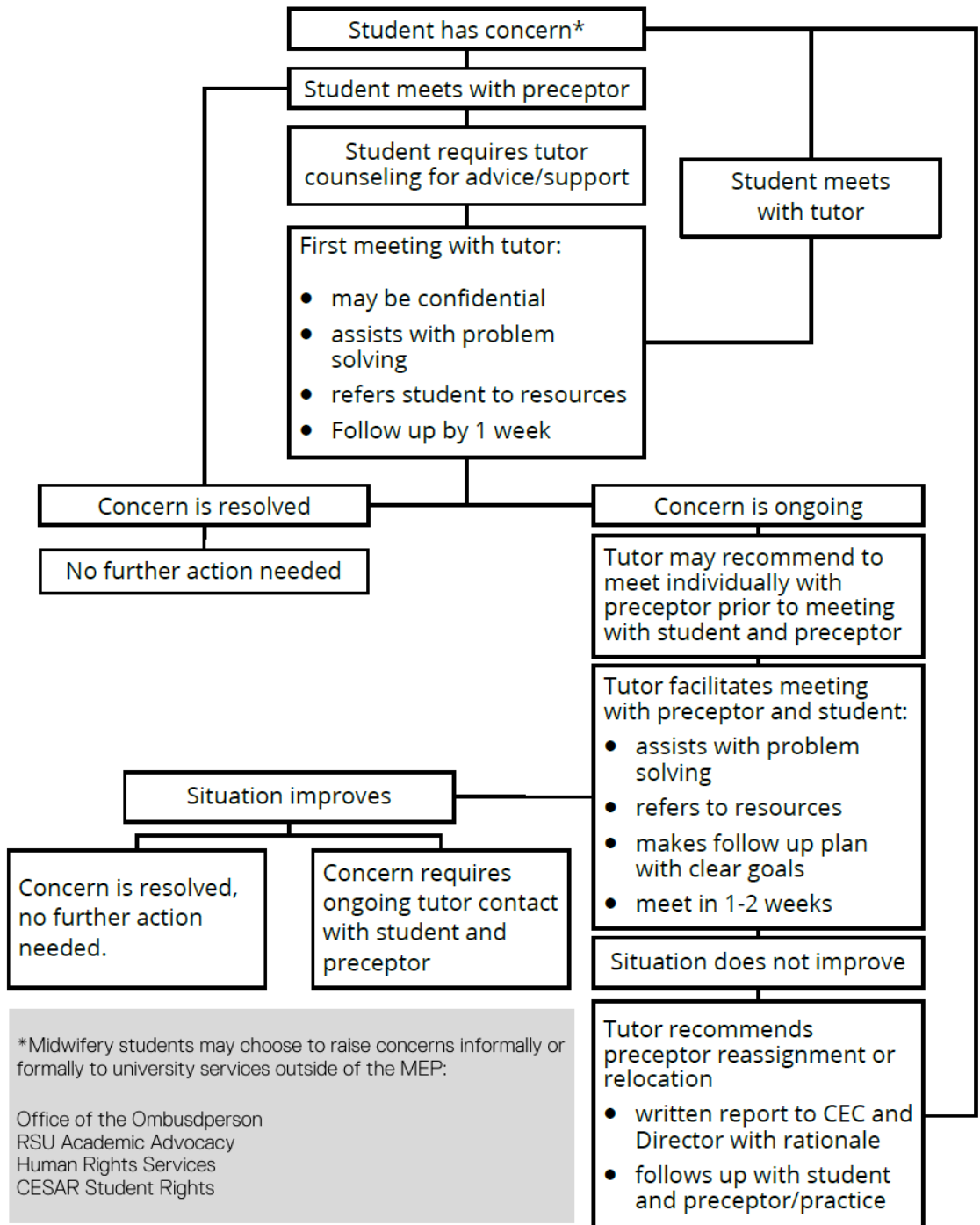
Procedure for considering reinstatement

If a preceptor who has had their preceptor status revoked requests to be reinstated, the faculty member assigned to this responsibility (currently the Clinical Education Coordinator) will follow the steps outlined below. If any conflict of interest is identified by or related to the responsible faculty member, another faculty member will be designated.

- 1) Review all available documentation of the situation that led to revocation, including investigation findings, faculty and tutor notes, student evaluations, and any proposed remediation activities
- 2) Assess if there is support from within the teaching practice for the preceptor’s return to precepting using a confidential process
- 3) If remediation was proposed, assess if the plan was completed. If no remediation was proposed or undertaken, create a remediation plan, including expectations, commitments, and timelines. Once the remediation plan has been completed move to the next step
- 4) Develop a plan of supervision based on need and circumstances, for example co-precepting with direct supervision, frequent tutor check-ins with student and preceptor, first precepting a Normal Childbearing student

Neither the Toronto Metropolitan University MEP nor the university is obligated to confer preceptor status or to reinstate preceptor status. All opportunities for remediation that are offered by the Toronto Metropolitan University MEP as part of their continuing education program will be available to a preceptor seeking reinstatement. The costs of remediation and supervision are the responsibility of the preceptor seeking reinstatement.

Placement Problem Solving and Conflict Resolution



Placement Problem Solving and Conflict Resolution

