**Professionalism Lapse Scenarios**

NH Dartmouth Family Medicine Residency at Concord Hospital

***Response options:***

1. No action needed
2. Send an email to your colleague describing your concern and asking for change
3. Talk with the colleague yourself directly
4. Talk with the senior resident on the rotation
5. Notify the Residency Administrative staff
6. Write a “Help Me Learn” (concern) card in New Innovations
7. Speak with chief resident
8. Speak with Residency Manager
9. Speak with the attending in the clinic or on the service
10. Call Employee Assistance Program
11. Contact your clinical team attending leader
12. Speak with the colleague’s or your advisor
13. Consult with one of the Behavioral Health faculty
14. Talk with the Program Director or Associate Program Director or Administrative Director
    * + Immediately
      + At the earliest convenient time
15. Submit an iCare (Just Culture/non-punitive form reporting error for further review)

***Scenarios - add letter(s) that correspond to your response choice(s):***

1. A colleague leaves work to go attend a sick family member (using the appropriate channels to notify others)
2. A fellow resident does not clear desktop as much as possible before leaving for time away, leaving you to manage it
3. ***Fellow resident chronically arrives late to work, which impacts your work***
4. You observe a colleague being dismissive/disrespectful to a nurse, Admin staff member, etc.
5. When seeing another resident’s patient, you find an incomplete note in a patient’s chart from last office visit, so you don’t know the plan
6. A fellow resident does not identify and arrange appropriate coverage for desktop during time away
7. ***Resident arrives for Night Float shift with alcohol on his/her breath***
8. ***You have been up most of the night with a sick family member/pet and feel too fatigued to work safely***
9. Talking about a patient by name on the elevator with other non-team members present
10. Fellow resident on the day team falls asleep several times during rounds
11. You find a virtually blank note signed off by a fellow resident in a patient’s chart
12. ***You discover the wrong medication was given to a patient resulting in his/her hospital admission***
13. There is no discharge summary in the chart when you see patient for 1 week post hospital follow-up
14. You frequently have difficulty finding your senior resident, and he/she does not respond to pages in a timely manner
15. You hear colleagues ridiculing a patient who just left the clinic
16. ***You observe a resident arriving at clinic with slurred speech and an antalgic gait***
17. a) A fellow resident called out with illness, requiring you to provide coverage unexpectedly, and you find out later he/she wanted a long weekend for a trip

b) A fellow resident asks you to cover his/her desktop on Friday because he/she *will be* calling out with illness to go on a long weekend trip