

Addressing Accreditation in Core Internal Medicine FAQ

Q: What are the issues that accreditors flagged for improvement in the core Internal Medicine Program?

There are two important issues accreditors raised that are actively being addressed:

1. Increasing clinical support for trainees
2. Providing a safe environment for trainee feedback

Q: What are some of the concrete steps being taken to increase clinical support for trainees?

The Department has:

- Established a new standard for physicians with clear expectations for appropriate faculty support for learners, including outlining appropriate resident working hours and when faculty should assist with clinical work e.g. since July 2022, weekend in-person faculty CTU support is 1:1 for PGY-1 residents.
- Documented how the Department monitors the learning environment and the steps taken when concerns are raised about clinical teaching support.
- Worked with the teaching hospitals to expand care teams to better treat the volume and complexity of sick patients.

Q: What are some of the concrete steps being taken to provide a safe environment for learner feedback?

The Department has opened up several different communications channels and increased engagement frequency to offer learners more opportunity for feedback:

- **Quercus:** a Resident Navigation Tool document at the top of the Quercus learner portal guides trainees on providing feedback and seeking assistance for safety/harassment issues
- **Online “Suggestion Box”:** started as a PGY2 initiative, Program leadership posts replies to questions, concerns, suggestions submitted by learners
- **CMR Feedback Rounds:** now monthly for CTU and subspecialties
- **Residency Program Committee:** now meeting monthly
- **Annual spring site reviews:** now including a separate learner meeting with an external reviewer to encourage more candid feedback
- **Anonymous learner surveys post-site reviews**
- **IM Resident Advisor (“Ombudsperson”)**

Q: Who is overseeing this process at the University?

The Office of Postgraduate Medical Education is responsible for working with Programs on accreditation matters. PGME has established an advisory group to provide oversight on the implementation of solutions. The Program also received arm’s length advice and recommendations in a June 2022 report from the Accreditation Task Force with strong resident input.

Q: What is the timeline?

The Royal College flagged the areas for improvement in May 2021 and will return for a follow-up evaluation in November 2023.

Q: How can I receive updates on the IM Accreditation progress?

Ensure you subscribe to the DOM Matters newsletter and, if you’re an IM learner, you should be receiving a monthly IM Program News Update email update from the Program Director, Jeannette Goguen. Faculty are welcome to subscribe to the latter as well. Any issues, please contact domcommunications@utoronto.ca