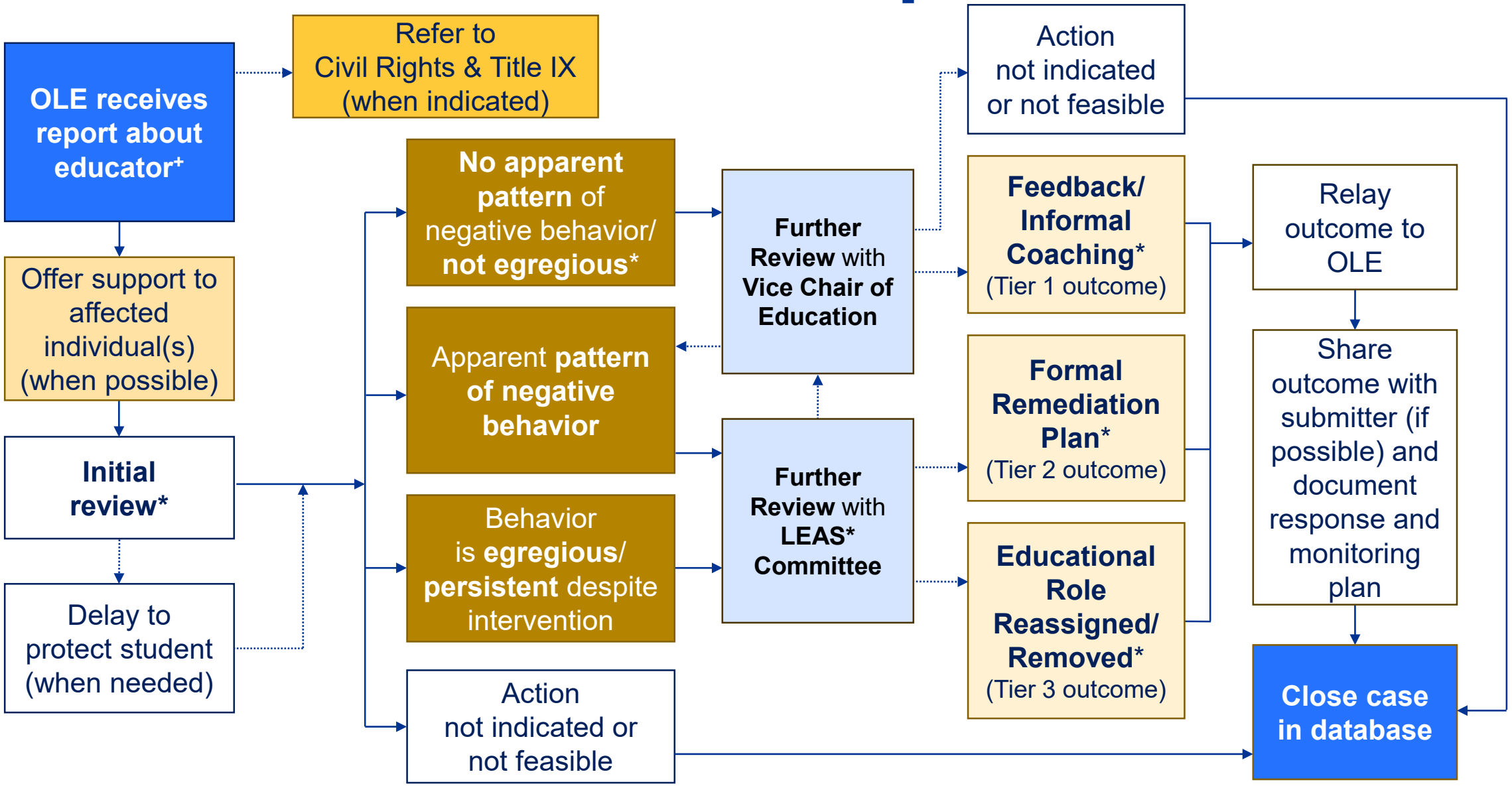
UPSOM Incident Response Flow



University of Pittsburgh | Office of the Learning Environment, School of Medicine

+See https://www.ole.pitt.edu/policies for full incident response procedure, including response to non-educator reports.

*See Explanation of Terms on following page.

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Explanation of Terms

- Initial Review
  - Assess student protection needs
  - Assess severity: review report details
  - Assess recurrence: review OLE database
- Egregious
  - Causing major (or potential) harm to individuals, groups or the organization; willful, conscious, or reckless disregard of policies, procedures, or law; malicious intent (Mayo Clinic Values, 2019)
- Not Indicated or Not Feasible
  - E.g., educator left institution, insufficient information, submitter did not consent
- LEAS (Learning Environment Across Systems) Committee
  - Members: executive vice dean, vice dean for educ., vice dean for faculty affairs, associate & assistant deans for the learning environment, associate dean for graduate studies, and associate dean for graduate medical educ.
- Feedback (Tier 1)
  - Incident description is provided to educator for self-directed improvement
- Informal Coaching (Tier 1)
  - Non-mandated conversations/trainings with individuals/groups to enhance skills/behavior which are led by a trusted educational leader and overseen by vice chair for education
- Formal Remediation (Tier 2)
  - Mandatory individual/group training (e.g., formal coaching, performance improvement plan) implemented by vice dean for education and/or vice dean for faculty affairs with department chair
- Educational Role Reassigned/Removed (Tier 3)
  - Determined by relevant senior UPSOM/ department leadership; may be limited to specific educational role
  - Reassignment/removal may not reflect a severe professionalism lapse (e.g., teaching skill deficit or mentor/mentee mismatch)