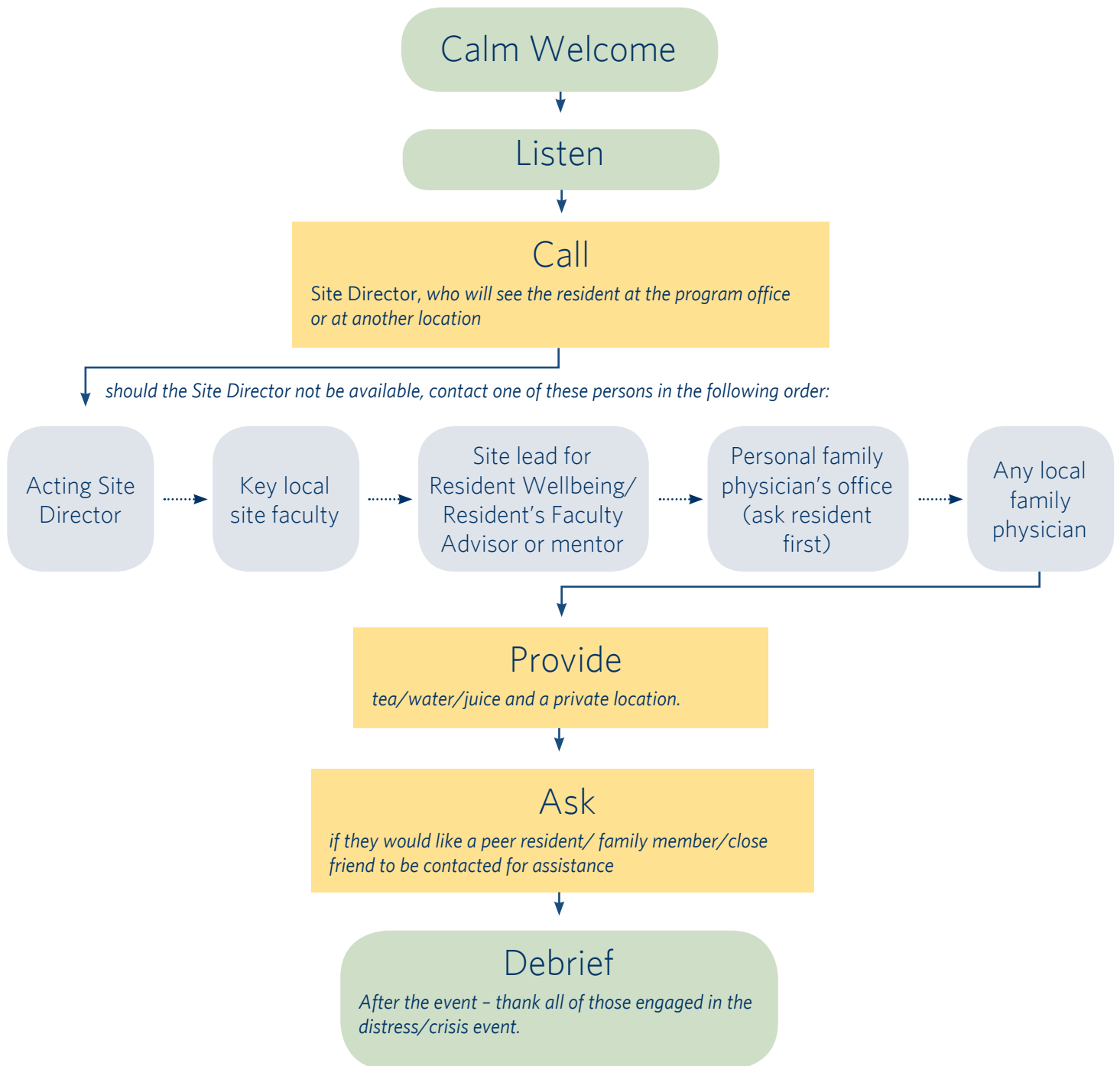


UBC FAMILY PRACTICE RESIDENCY PROGRAM »

Site Coordinator's Guidelines for Management Support and Assistance to: **Residents in Distress or Crisis**

PILOT: Aug 2011



KEY CONTACT INFORMATION:

Site Director:

Acting Site Director:

Key Local Site Faculty:

Site Lead for Resident Wellness/Other Physicians:

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Site Coordinator's Guidelines for Management Support and Assistance to: **Residents in Distress or Crisis**



Step by Step Instructions:

1. Calm welcome (“we can help you” approach) – Get a contact number if they are on the phone and /or leave the location.
 2. Listen to the resident long enough to determine the distress/crisis – then advise the resident that you would like to help them by getting physician assistance.
 3. Call the Site Director or an on-site Key Local Faculty
 - a. *The Site Director or Key Local Faculty sees the resident at the program office or at another location (private office?)*
 - b. *If the Site Director is not available the acting site director/ faculty is called as per above.*
 - c. *If the acting Site Director is not available any key local site faculty available should be called*
 - d. *If the above is not helpful call the Site Lead for Resident wellbeing or the Resident's Faculty Advisor or Mentor.*
 - e. *If the above is not available ask the resident if they wish you to call their personal Family Physicians office for support.*
 - f. *If the above is not helpful – call any local family physician and indicate that a resident has distress and or crisis and seek their assistance.*
 4. Provide tea/water/juice and a more private location. If you are talking by phone – get the contact number and location in case the phone call is cut off.
 5. Ask if there is a peer resident , family member or close friend that they would like to ask for assistance. If yes page the resident to the office and or ask the resident to call their family member or friend of choice.
 6. After the event – thank all of those engaged in the distressed/crisis event.
 - a. *Debrief the events with the site director and or key local faculty*
 - b. *Create and acknowledge the learning points from this event.*
 - c. *Assist the Site Director or acting Site Director to notify the UBC Dept of FP Central Office of the sequence of events, outcomes and learning points*
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In each circumstance, the resident faculty and staff safety and wellbeing is most important. If the resident needs to be off their clinical duties during this process, that is appropriate. The advice to remain off from the resident's schedule of activities should be made by a physician. Residents should remain off clinical duties until their return is recommended by a physician.



Confidentiality Statement

Every effort is made to respect confidentiality. There may be a need to involve the Site Director and/or others, despite the wishes of the distressed person. When in doubt – discuss this with the Site Director or key faculty leadership. The personal safety of all involved is of highest priority.