

# Helping Junior Medical Staff understand remediation – an innovative support document

**Tomasz Block<sup>1</sup>**, Alfredo De Faria<sup>1</sup>, Jennifer Nguyen<sup>1</sup>, Genevieve Heath-Kalgutkar<sup>1</sup>

<sup>1</sup>Monash Health, Clayton, Victoria, Australia.

Supervised by: Dr. Christina Johnson & Janita Keating

Correspondence: [Janita.Keating@monashhealth.org](mailto:Janita.Keating@monashhealth.org)

**MONASH DOCTORS**  
MonashHealth



## Background

In the PMCV Strategic Plan for 2016-2018, it was identified that “Remediation for doctors in training who are not meeting AMC standards” was one of the key challenges. [1]

Remediation for doctors in prevocational training often brings into conflict the duality of their roles as both employees of a health service and trainees. Junior Medical staff (JMS) in this position may have to balance the expectations and responsibilities of both their healthcare network in providing a service to patients and families as well as their own learning needs and development.

Furthermore, there is often considerable apprehension and a poor understanding of the remediation process among JMS and perceived implications on future career prospects.

The aim of this project was to utilise junior doctor feedback to better understand how a health service can design education support and remediation that is most acceptable to JMS.

## Methods

A total of 47 current Monash Health Interns (44% of the 2018 cohort) participated in an anonymous online survey comprising of 10 questions, which sought junior doctor attitudes to remediation.

This was declared a quality and service improvement activity by Monash Health HREC (RES-18-0000-615Q)

## Results

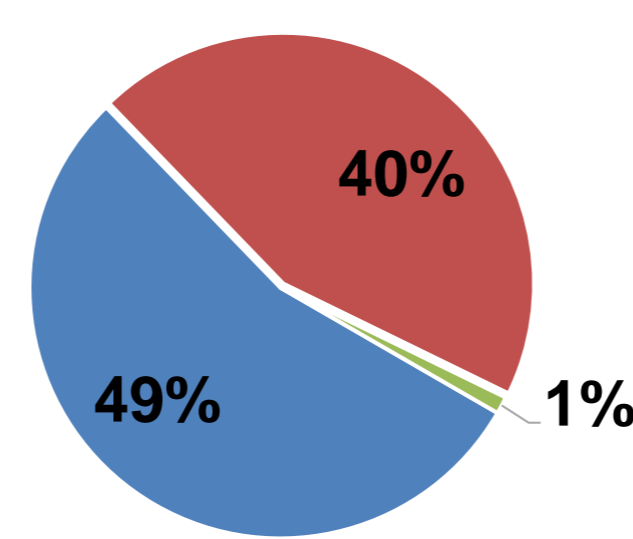
All results given as the percentage of respondents who ranked the particular choice in their “Top 3”.

### Triggers for Interns to consider seeking help



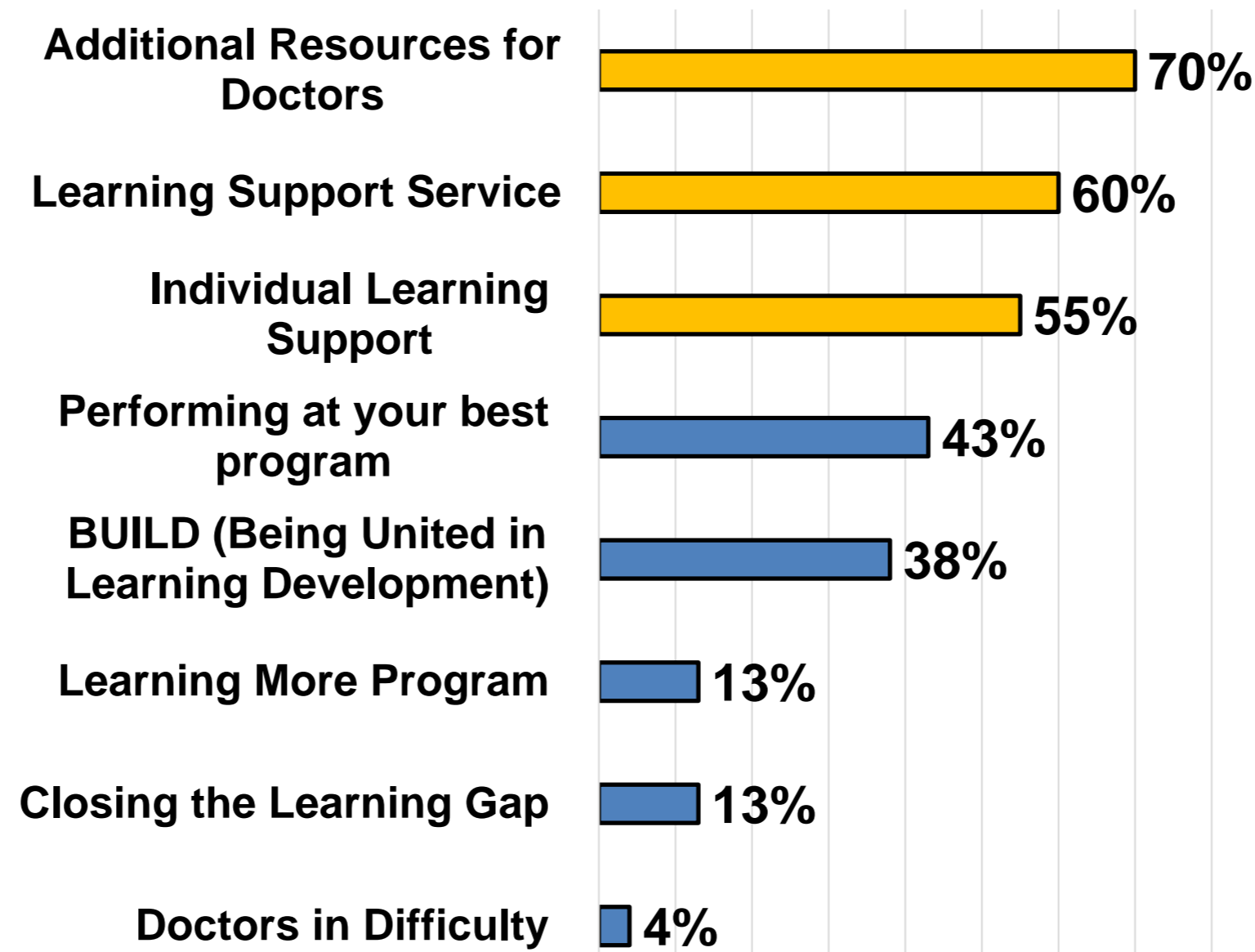
## Results Cont...

### Preferred method by Interns to find out more information if seeking help

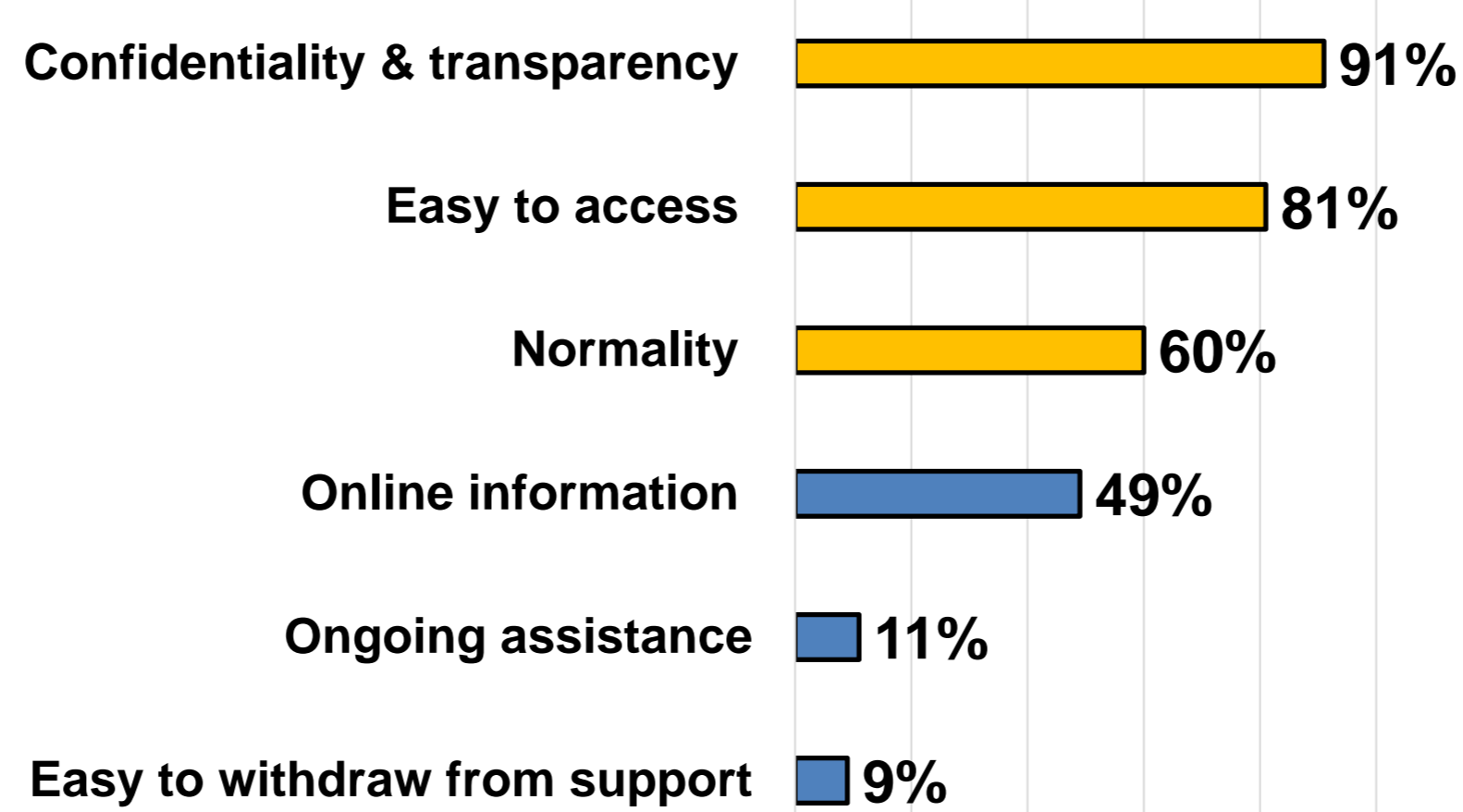


■ Reading a 1 page FAQ  
■ Contacting a Medical Education Officer  
■ Contacting the Director of Clinical Training

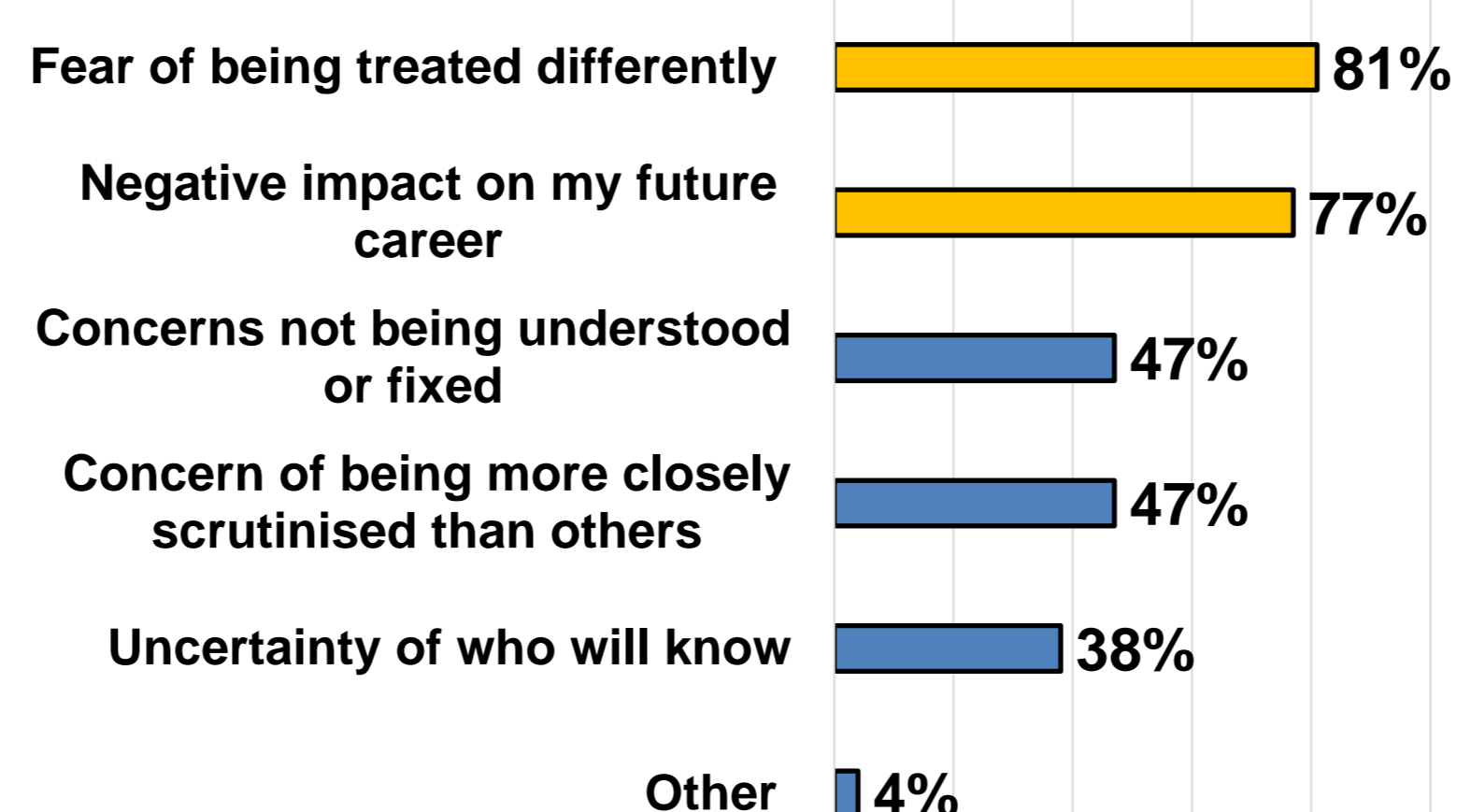
### Preferred name of a Monash Doctors Education support service



### Most important factors to Interns in deciding whether to seek help

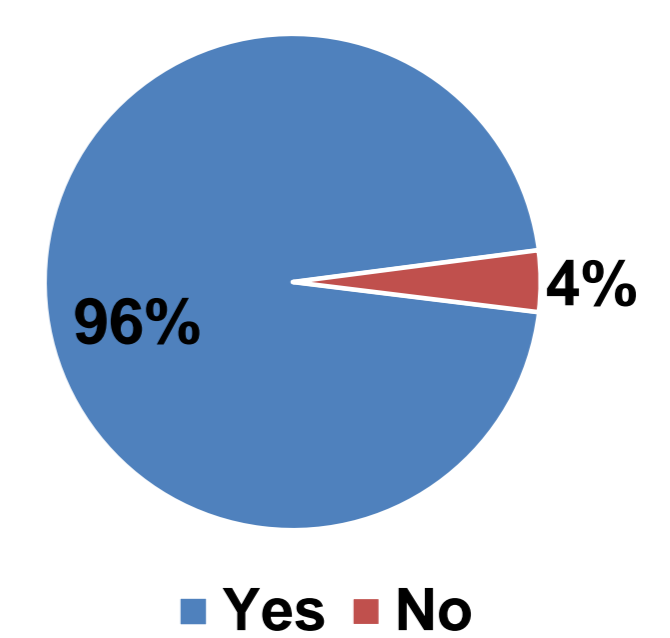


### Most significant concerns from Interns regarding seeking help



## Results Cont...

### Preference for a 1-page FAQ during Intern Orientation



### Summary of Results

Intern attitudes to remediation	Key Outcomes of Survey
Triggering factors to consider seeking help	<ul style="list-style-type: none"> <li>Informal feedback about performance problems</li> <li>Self-reflection of inadequate medical knowledge</li> </ul>
Preferred method to seek help	<ul style="list-style-type: none"> <li>Reading a 1-Page FAQ</li> <li>Contacting a Medical Education Officer</li> </ul>
Preferred name for an education support service	<ul style="list-style-type: none"> <li>Phrase containing ‘additional resources or learning support’</li> <li>‘Doctors in Difficulty’ universally rejected</li> </ul>
Significant factors when deciding to seek help	<ul style="list-style-type: none"> <li>Confidentiality &amp; Transparency</li> <li>Easy to Access</li> </ul>
Significant barriers to seeking help	<ul style="list-style-type: none"> <li>Fear of being treated differently</li> <li>Fear of negative impact on future career prospects</li> </ul>
Preference for a 1-page FAQ	<ul style="list-style-type: none"> <li>Unanimously requested to be given during Intern Orientation</li> </ul>

## Discussion

In summary the key themes identified in this survey were the Interns desire for **predictability**, **transparency** and **control** wherever possible during any remediation process.

The survey also provided meaningful insight by identifying the major **triggers**, **barriers** and **deciding factors** perceived by Interns if they were to seek help.

This information will be used to create a **simple**, **transparent** and **informative** remediation support document that aims to encourage and reinforce help seeking behaviour among Interns.

It will also directly inform the **language**, **pitch** and **content** of the requested one page FAQ.



## References

1. Incorporated PMCoV. *PMCV Strategic Plan 2016-2018*. 2016. Available from: <http://www.pmcv.com.au/governance/strategic-plan>.