

Hot Spot Reporting & Follow Up Procedure

Office of Accountability:	Associate Dean, MD Program
Office of Administrative Responsibility:	MD Program
Approver:	MD Curriculum & Program Committee
Scope:	Compliance with this MD Program procedure extends to all members of the MD Program community at the University of Alberta irrespective of the geographically distributed site at which they are located.

Background

To focus on the learning environment in all of the work and learning spaces across the Faculty of Medicine & Dentistry (FoMD), we created FoMD Well. This office, led by the Chief Wellness Officer (CWO), Dr. Melanie Lewis, identifies and addresses the systemic problems that exist in our clinical teaching spaces to support the wellbeing of our learners and faculty and address the occupational hazards that impede psychological safety and wellbeing overall.

FoMD Well and the Chief Wellness Officer are tasked with generating metrics to evaluate learning environments and support areas and/or groups that may be struggling and require intervention. Our goal is to use these metrics to shed light not heat. One way this is done for the MD Program specifically is through the use of hot spot surveys.

Hot Spot Surveys

Hot spot surveys are brief, 4 item surveys administered monthly to year 3 and 4 students on all required clinical learning experiences. The surveys are anonymously administered through Cally, our program delivery system, and address mistreatment from the perspective of the learning environment, or the place. Hot spot surveys are not focused on individuals and are complementary to other data sources used to collect information about students' experiences and the learning environment (e.g. course and clerkship feedback, professionalism and racism reporting, clerkship feedback sessions, etc.).

Hot spot surveys were piloted in the MD Program from June to August, 2022 and

fully implemented in AY 2022-2023. Data is collected and displayed on a dynamic dashboard.

Reviewing Procedure

The dashboard is reviewed monthly by the Program Evaluation Unit as part of their ongoing monitoring of MD Program data. The dashboard, as well as narrative comments, are the focus of a quarterly by the Chief Wellness Officer, the Associate Dean, MD Program, and the Assistant Dean, Program Evaluation. When the data suggest that an environment may be under threat, the following process is implemented:

1. Environment is identified by the Chief Wellness Officer (CWO), the Associate Dean, MD Program, and the Assistant Dean, Program Evaluation through review of the hot spot dashboard
2. Data are triangulated using other sources, including student feedback and any reports from the Office of Professionalism, FoMD.
3. The CWO; Associate Dean, Professionalism; and a representative from the Office of Advocacy & Wellbeing (OAW) organizes focus groups from within the environment (depending on the situation, those focus groups may be for students, faculty, administrative staff, residents, allied health, etc.) to better understand the environment and identify areas for opportunity and growth
4. A report is generated identifying strengths, challenges, and recommendations
5. The Associate Dean, MD Program and CWO reviews the report with the Department Chair and/or the Program Director or others in the environment (again, depending on the nature of the issue) and decides on actions and accountabilities that are required to improve the learning environment
6. Ongoing or unresolving issues are brought forward to the HPLWE Sub-Committee to better involve clinical affiliates in developing and implementing effective environmental strategies.
7. Follow up and ongoing support is provided by the CWO and data are collected to evaluate changes/intervention applied to the environment through a CQI lens

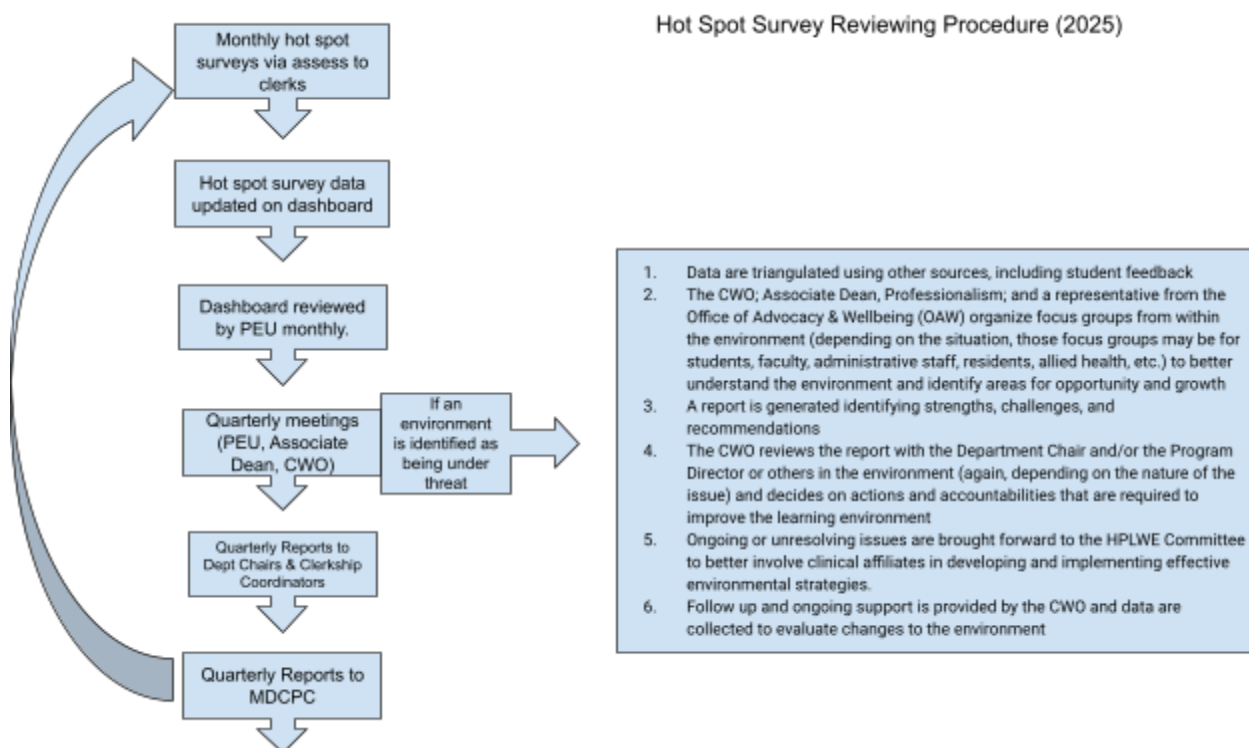
While this process focuses on using hot spot data to identify and support environments that may be struggling or under threat, the data are also used to identify environments that are flourishing.

Reporting Procedures

Quarterly hot spot reports are sent to clinical department chairs and clerkship coordinators by the Program Evaluation Unit. These reports, pertaining only to the particular department, present the data for the corresponding clerkship by site (as

long as there are a minimum of 10 reports to protect anonymity). The data are presented as a rolling 12 month average to show trends over time.

Quarterly reports are also presented to the MD Curriculum & Program Committee for information and discussion. Hot spot data are also used to inform decision making and support faculty development related to the learning environment and mistreatment more broadly.



RELATED LINKS

No related links for this policy.

APPROVAL HISTORY

Approver	Status	Date
MDCPC	Approved	17 April 2025