I. POLICY

Interns who experience significant competency problems or disruption in training sequence will be carefully evaluated to establish a plan for remediation and/or termination as may be required. This policy addresses procedures in the case of problem performance. The intern's employment is employment at will, and this policy does not create contractual or legal obligations for WellSpan Philhaven. WellSpan Philhaven may refrain from following the policy when deemed appropriate. For other employment related issues, policies as outlined in the Employment Manual apply.

II. Definition - Problem performance may include any of the following:

A. Intern is unable to fully participate in internship due to personal, physical, or emotional problems requiring time away from the internship, e.g., leave of absence, reduction of weekly hours, etc.

B. Intern's performance in any area of competency is assessed at a "1" on a Competency Observation Review (remedial level rating).

C. Intern otherwise exhibits behavioral problems, interpersonal problems, or skill deficits that seriously affect performance.

D. Intern violates ethical/legal standards as set by APA, Pennsylvania law, or other authoritative bodies.

III. Procedure for identification of problem performance and intervention when problem performance is determined:

A. Problem performance will be evaluated when one of an intern's supervisors has given written notice to the Internship Training Committee or Internship Director of suspected problem(s), or when a Competency Observation Review documents a competency at the lowest level (rating of "1").

B. Within two weeks from the time the written notice is received, the Internship Training Committee or Internship Director will decide if a Corrective Action Committee is needed. The Internship Director will also inform/confer with appropriate administrative staff, such as the Medical Director and Director of Human Resources.
C. The intern may select an advocate from among the WellSpan Philhaven staff (not another intern) at any point in this process to attend all meetings involved in addressing the intern’s problem performance and remediation. The advocate will be expected to maintain confidentiality where appropriate.

D. If a Corrective Action Committee is formed, it shall include the Internship Director, the Director of Human Resources, and at least two of the following: members of the Internship Training Committee, the intern's current or prior primary supervisor, other administrative supervisor. Initially, the Corrective Action Committee will:

1. Specifically identify the performance problems.

2. Determine if any corrective or disciplinary action must be taken immediately.

3. Communicate and work together with the intern's graduate program throughout this process.

4. Assess and make recommendations/requirements for any or all of the following:
   a. Written Plan of Remediation (in all cases other than suspension) including time frame for expected remediation.
   b. Use of EAP or other psychotherapy/psychiatric treatment.
   c. Leave of absence.
   d. Reduction of workload/hours.
   e. Termination from the internship program.

5. Inform the intern of the outcome of the committee meeting, including all recommendations.

E. The Training Committee will continue to meet and monitor the intern's progress and make decisions about the intern's problem performance status and whether or not she/he will complete the internship. Human Resources, along with administrative staff, will be involved conjointly with the Training Committee. The Training Committee will monitor progress with the intern's supervisors. The Training Committee will also receive feedback from the Corrective Action Committee and persons from both committees may be represented in ongoing Training Committee meetings. The intern will be given verbal and written feedback which speaks to their progress in this process. This may include feedback in supervision meetings, written evaluations, verbal and/or written updates from supervisors or program staff.
that have been involved in the remediation process, feedback from direct observations, verbal and/or written updates from the Internship Director, etc. The intern will also be given ongoing feedback regarding recommendations of the Training Committee and/or Corrective Action Committee.

IV. Appeal Procedure

Interns may formally appeal the Training Committee's determination of problem performance or any other actions initiated by the Training Committee or Corrective Action Committee in the remediation process. A decision to suspend or terminate the intern from the internship may also be appealed. All appeals should be made in writing and will be considered by WellSpan Philhaven’s President. Any appeal should be initiated within two weeks from notification of the action. The review by the President or his/her designee will occur within two weeks from receipt of the appeal.

V. Leaving the Problem Performance Status

A. Completion of remediation plan.

B. Approval of Internship Training Committee and, if applicable, Corrective Action Committee.

VI. Intern Feedback on Process

The Internship Training Staff will request written feedback from the intern at the conclusion of a remediation process. The Internship Training Staff will review this feedback for the purpose of process improvement.

Approved by [Signature] Date: 3/12/18
Program/Department Director

Approved by [Signature] Date: 9/27/11