



*DEPARTMENT OF FAMILY MEDICINE
ENHANCED SKILLS PROGRAM
WESTERN UNIVERSITY*

**RESIDENT ORIENTATION MANUAL
2017 -18**

PROGRAM DIRECTOR: DR. DANIEL GRUSHKA
PROGRAM ADMINISTRATOR: MS. SHARON STORY

1. INTRODUCTION

Welcome to Western University's Enhanced Skills Program in the Department of Family Medicine!

This manual will direct you to many of the resources you will need to refer to during your training at Western. Please remember that you can always contact us for further clarification at any time during your training period. Your program director is Dr. Daniel Grushka. I can be reached at dgrushk@uwo.ca.

The current vision of the Enhanced Skills Program is to provide residents with additional training in specialized fields of family medicine for a duration of 6 to 12 months in length. The aim is to attract exceptional residents who want to be leaders in these sub-specialized fields of family medicine while still adhering to the guiding principles of family medicine. It is our hope that these residents will then attempt to encompass these new skills within the practice of family medicine.

2. CONNECTIVITY TO FAMILY MEDICINE

We are aiming at increasing the connectivity of the Enhanced Skills resident with the Department of Family Medicine by:

- Direct connectivity to the department will be achieved with:
 - Orientation session
 - Meetings with Dr. Grushka
 - To discuss progression in program
 - To discuss resident concerns
 - Family Medicine mentoring system
 - Anonymous online mentoring program
- Social Connectivity
 - Chief resident
 - Roles: attending the subcommittee meetings, liaising with the other residents, helping to organize a journal club/seminars series, planning social events, acting as a resident mentor for concerns
 - Invited to attend all PGY-1 & PGY-2 social events
 - Invited to Family Medicine annual formal
- Academic Connectivity
 - All residents:
 - Are invited to attend Family Medicine grand rounds
 - Are invited to teach at PGY-1 & PGY-2 half days
 - Are invited to attend and assist in planning the PGY-3 Seminar Series for Enhanced Skills Residents
 - Expected to complete a Research Project

3. ORIENTATION

The majority of residents in the Enhanced Skills program will be based at some point in one of the London based hospitals (LHSC, SJHC) or Southwestern Ontario community teaching hospitals (see below) affiliated with the Western University. As such, you are invited to attend the Medical Affairs/PGME orientation for new residents held June 30, 2017 if you are new to Western. These sessions are especially useful for residents new to London, as passwords for dictation and the computerized record systems are assigned. Issues such as lockers, resident lounges, and parking are also addressed. You are asked to contact Ms. Sharon Story at ssstory@uwo.ca for more information.

If you know that you will be based in a community teaching hospital not affiliated with LHSC/SJHC, you are asked to contact Ms. Sharon Story as soon as possible so that we can assist you in making arrangements. This is particularly important for any resident who plans to practice under their independent license, as you will need to have your credentials verified by the hospital.

Please ensure that you have satisfied all of the requirements set out by the Postgraduate Medicine Office prior to commencing your training. Failure to do so will result in a delay of your start date. Current requirements include but are not limited to the following: CPSO license, CMPA coverage, Hospital privileges package, Health review, On-line modules (Privacy, WHIMS, Fire, Hand hygiene, Chain of transmission and Routine practice).

The Department of Family Medicine holds an orientation session and a welcome party in early July during which residents learn of department resources and have a chance to meet faculty members and other residents and administrative staff. A mandatory Enhanced Skills Program orientation is held in early July with Dr. Grushka. At that time pagers are assigned and information regarding the program is discussed with a question and answer period.

The Enhanced Skills program falls under the rules and regulations of the Department of Family Medicine at Western University and has adopted their rules concerning all resident policies. Please refer to the departmental website at http://www.schulich.uwo.ca/familymedicine/postgraduate/current_residents/policies/index.html. The remainder of this document deals specifically with information related to the Enhanced Skills Program.

4. PROGRAM SPECIFIC ORIENTATION

A program coordinator heads each area of study within the Enhanced Skills program. Residents must meet with their program coordinator at the start of their PGY-3 year. Meetings should then be held quarterly in a 12 month program and twice in a 6 month program to review your progress during the training period, and to discuss learning objectives and career goals. Dr. Grushka will meet with each resident to discuss their progress and any concerns at any time deemed necessary. The table that follows provides a list of the areas of study, the contact information for the various program coordinators and their administrative contact.

Area of Study	Program Director	Administrative Contact
Academic Family Medicine Program	Dr. Darren Van Dam dvandam@uwo.ca	Ms. Sharon Story sstory@uwo.ca
Care of the Elderly Program	Dr. Scott McKay smckay28@uwo.ca	Ms. Sharon Story sstory@uwo.ca
Emergency Medicine Program	Dr. Munsif Bhimani munsif@bhimanimd.com Dr. Chris Poss chris.poss@gmail.com	Ms. Susan Pierson susan.pierson@lhsc.on.ca
Individualized Program	Dr. Daniel Grushka dgrushk@uwo.ca	Ms. Sharon Story sstory@uwo.ca
Child Health Program	Dr. Loretta Seevaratnam lseevartnam@rogers.com	Ms. Sharon Story sstory@uwo.ca
Hospitalist Program	Dr. Sheri Bergeron Sberger4@uwo.ca Dr. Wassim Saad wsaad25@hotmail.com	Ms. Christine Gignac FMWindsor.Schulich@wrh.on.ca
Women's Health & Obstetrics Program	Dr. Andrew Stewart (Kitchener) Dr.stewart@me.com Dr. Connie Nasello (Chatham) cnasello@ckha.on.ca Dr. Kirk Hamilton (London) drkirkhamilton@gmail.com	Ms. Sharon Story sstory@uwo.ca
Sport & Exercise Medicine	Dr. Lisa Fischer lfischer@uwo.ca	Ms. Kristen Elston kelston@uwo.ca
Chronic Disease Management Program	Dr. Stewart Harris sharris1@uwo.ca Dr. Sonja Reichert sreiche2@uwo.ca	Ms. Sharon Story sstory@uwo.ca
Palliative Care Program	Dr. Anita Singh anita.singh@lhsc.on.ca Dr. Sheri Bergeron sberger4@uwo.ca	Ms. Sharon Story sstory@uwo.ca
Family Practice Rheumatology Program	Dr. Gina Rohekar gina.rohekar@sjhc.london.on.ca	Ms. Sharon Story sstory@uwo.ca

5. HOSPITAL & ACADEMIC PRIVILEGES

All Enhanced Skills residents are required to be credentialed by the hospitals in which they will be exercising their clinical duties if they plan to practice under their independent license as opposed to an educational license. In addition to any hospital specific information, you can expect that you will be required to provide proof of registration with the College of Physicians and Surgeons of Ontario and proof of Canadian Malpractice Protection Association coverage. Academic privileges will be granted to residents who have successfully met the hospital accreditation requirements. Continuance in the Enhanced Skills program at Western will also require proof of passing the following: LMCC Part I and II examinations, CFPC examination and all requirements for passing their Family Medicine residency program. Should a resident about to begin the Enhanced Skills program not satisfy these requirements, a discussion between Dr. Grushka, Dr. Wickett (Family Medicine Program Director) and the resident's program coordinator will take place urgently to decide if the resident is allowed to proceed in the program. The following table provides a list of contacts for the most commonly used hospitals and academic contacts at Western.

Hospital or Academic Unit	Contact Information
London Health Sciences Centre (LHSC)	519-685-8500; www.lhsc.on.ca
St. Joseph's Health Care of London (SJHC)	519-646-6000; www.sjhc.london.on.ca
Strathroy Middlesex General Hospital (SMGH)	519-245-1550; www.mhalliance.on.ca
St. Thomas Elgin General Hospital (STEGH)	519-631-2030; www.stegh.on.ca
Chatham-Kent Health Alliance (CKHA)	519-352-6400; www.ckha.on.ca
Grand River Hospital (GRH)	519-742-3611; www.grhosp.on.ca
St. Mary's General Hospital (St. Mary's)	519-744-3311; www.smgh.ca
Stratford General Hospital (Stratford)	519-272-8210; www.hpha.ca
Windsor Regional Hospital (WRH)	519-254-5577; www.wrh.on.ca
Hotel-Dieu-de Grace Hospital (HDG)	519-973-4411; www.hdgh.org
Postgraduate Medicine Office – Western University	519-661-2019; www.schulich.uwo.ca
Family Medicine Clinical Teaching Units	
- Victoria Family Medical Centre	VFMC: 519-433-8424
- Byron Family Medical Centre	BFMC: 519-472-9670
- St. Joseph's Family Medical Centre	STFMC: 519-672-9660
- Southwest Middlesex Health Clinic	SWMHC: 519-264-2800

6. CERTIFICATION BY THE COLLEGE OF FAMILY PHYSICIANS OF CANADA & WESTERN

As of July of 2010 all Enhanced Skills programs within the Department of Family Medicine, including Emergency Medicine, have fallen under the jurisdiction of the Enhanced Skills for Family Practice program, at Western University and all other universities. Upon completion of all requirements, a certificate of attestation from the College of Family Physicians of Canada will be issued to those residents enrolled in our Emergency Medicine, Palliative Care, Care of the

Elderly and Anesthesia programs. All residents will receive a certificate from Western attesting to their completed program of study.

7. EXAMINATIONS & ACADEMIC REQUIREMENTS TO GRADUATE

The following programs require a terminal examination to receive certification:

- Emergency Medicine
 - o Conducted by the CFPC in September following the completion of your program.
- Sport & Exercise Medicine
 - o Conducted by the Canadian Association of Sports Medicine (CASM) in the fall following the completion of your program.

The following programs require a thesis:

- Academic Program
 - o To be discussed with your program coordinator.

All programs require a research or QI project and a presentation or poster.

8. DEPARTMENT OF FAMILY MEDICINE – WESTERN UNIVERSITY

All trainees are considered members of the Department of Family Medicine, and can thus take advantage of any of the resources within the department. Please refer to the Current Resident section online <http://www.schulich.uwo.ca/familymedicine/postgraduate/index.html> for more information including: who's who in the department, policies, evaluations forms and a list of stress and wellbeing supports.

9. SCHOLARLY ACTIVITIES AND RESEARCH

The Enhanced Skills Family Medicine program training committee has established guidelines for scholarly activities within the program. At this time all residents will be required to fulfill the scholarly requirements of their specific area of study. This should be discussed by the resident and their program coordinator/director early in the Enhanced Skills year.

Acceptable examples of scholarly activities include a research project or an in-depth literature review, case report, CQI project, self-reflective study, etc. Where appropriate, residents will be directed to various mentors to assist with the selection of a research project if they are in need of assistance. Resources exist within the department to assist residents with all aspects of their project such as project design and statistical analysis. You are also encouraged to access the resources at the Centre for Study in Family Medicine at Western. Information regarding this can be found at: <http://www.schulich.uwo.ca/familymedicine/research/>

The research coordinator (TBC) in the department and can assist you with certain aspects of your project.

All residents will be expected to make a formal oral presentation or poster at resident research

day. Departmental support is provided in the form of research and financial assistance.

10. ELECTIVES

Residents will be responsible for organizing and selecting electives. The Program Director and/or Program Coordinator must approve these electives for your area of study. The electives should have learning objectives that are established by the trainee and the elective supervisor and approved by Dr. Grushka for the area of interest. Consideration may be given to electives that are not directly related to your area of study if they are required to maintain skills for potential career goals, but they should not exceed 4 weeks. Electives must be approved a minimum of three months prior to the start date. You are encouraged to begin discussions with your program coordinator as early as possible to avoid any problems in scheduling problems.

Enhanced Skills Elective Policy Guidelines

- Enhanced Skills electives must be chosen in consultation with your Enhanced Skills program coordinator
- Electives must be chosen among disciplines related to your area of study
- Electives must be 1 block in duration (part of a block is not acceptable)
- Electives location (ie. City) flexibility may be required due to capacity limitations.
- Electives not on the supplied list can be taken out of Southwestern Ontario (or Ontario) with a member of an accredited CANADIAN medical school, with appropriate supervision (maximum 2 blocks for 1 year program and 1 block for 6 month program). This needs to be put forth IN WRITING by submitting the Elective Request form - https://www.schulich.uwo.ca/familymedicine/postgraduate/forms/elective_request.html giving details: rotation name, block(s) of rotation, supervisor name, address, telephone #, email address, hospital affiliation, and the objective for the rotation (either the objectives provided by the experience or a list of personal objectives from you)
- Enhanced Skills electives taken out of Ontario: Resident needs to acquire an educational license in province of elective (this needs to be done early, since the paperwork can require up to 3 months). The resident will also require a letter from Western's Family Medicine Postgraduate Director that will need to be sent to the Postgraduate Office of the university involved in the elective.
- Enhanced Skills out-of-country electives: the resident is responsible for arranging his/her own licensure and malpractice insurance. As well, information about the preceptor (e.g. supervisor name, address, telephone & fax numbers, email address, type of practice, how long he/she has been in practice, affiliation with university, license information) and confirmation that the preceptor can accommodate you on the rotation are required. Residents are required to contact the Office of Global Health regarding any requirements.
- Two elective rotations per 1 year program and one elective rotation per 6 month program is permitted outside of Southwestern Ontario (includes all of Canada/International).
- Preceptor payments are not available to non-Western faculty.

Once your electives are requested and confirmed, they may only be cancelled or rearranged (for educational reasons after the schedule comes out) as per the guidelines above and as outlined below.

Principles for Elective Rotations:

- All postgraduate training programs established and accredited at Western have the ability to deliver all elements of the program locally (unless Inter-University Agreement in place)
- Residents that match to Western suggests that London and Distributed Education area is where all of postgraduate training will occur
- Elective periods are permissible provided elective meets accreditation standards set by application College (Royal College of Physicians and Surgeons of Canada or College of Family Physicians of Canada)
- A two block elective rotation for a one year program or a one block elective rotation for a six month program away from London/Distributed Education area is permissible and managed at the program level
- Requests for elective periods of greater than three blocks must be made in writing by the resident to the program director. If acceptable to program director, a written request must be made to the PGE Dean, minimum of three months prior to the planned elective. Approval of PGE Dean must be granted prior to program approval of elective

*All mandatory components of training are expected to be met in London/Distributed Education area. Any mandatory rotations at locations without an Inter-University Agreement must be approved by the PGE Dean

11. HALF DAY BACK IN FAMILY MEDICINE

The Enhanced Skills program, in recognition of the CFPC's concerns regarding Enhanced Skills trainees significantly limiting their scope of practice compared with non-Enhanced Skills trainees is reviewing the issue of half days back in a family medicine clinic. At this time, each program has been asked to ensure that there is the capacity for residents to undertake half-day back type activities which will keep them in contact with the full scope of practice that embodies family medicine, if so desired by the resident.

12. TEACHING

In addition to any area of focus specific teaching duties (e.g. resident rounds in anesthesia, grand rounds in family medicine, kinesiology lectures in sports medicine, etc.), all PGY-3 residents are extended the invitation to teach at the department of Family Medicine academic half days for PGY-1 and PGY-2 residents as well as teaching at any of the clinical teaching units. Dr. Daniel Leger is the Postgraduate Academic Program Director responsible for the academic half days and he can be reached at dleger2@uwo.ca. Please also contact Dr. Grushka who can assist you in organizing these teaching experiences.

13. EVALUATIONS

With the exception of the CFPC Emergency Medicine program and the Sports Medicine program, there currently is no nation-wide certification or standardized examination at the end of the program. Successful candidates will instead receive a certificate of attestation from the Western University. Residents enrolled in any of our Category 1 programs, which include Palliative Care, Emergency Medicine, Care of the Elderly and Sport & Exercise Medicine will also be issued a Certificate of Added Competence (CAC) from the College of Family Physicians of Canada. In order to receive a CAC in a Category 1 program, the candidates must receive

acceptable evaluations indicating that they have fulfilled the accredited program's standards and objectives, including any requirements set by their program (e.g. research project).

The evaluation process will follow the principles and procedures established by the Department of Family Medicine at the Western University. All evaluations should be completed on line using the WebEval (One45) system. Personnel in the Department of Family Medicine can assist preceptors and residents who are unfamiliar with the system. Please contact Ms. Sharon Story for more information. Residents need to confirm their rotation logistics (timing, principle preceptor names, etc.) with the department as soon as possible and must do so by the beginning of their second rotation for the entire year. In some circumstances, coordination of the One45 component will be left in the hands of the host department e.g. emergency medicine. If this is the case, Dr. Grushka will be set up to be able to receive and review all evaluations for the resident. Residents are required to complete rotation and faculty evaluations on a timely basis when asked. Program coordinators will have access to all evaluations and the program director will act accordingly based on "red-flag" comments and evaluations. There is constant communication between the program director and the program coordinators regarding the residents' progress in their respective programs.

14. POLICY ON SEXUAL HARASSMENT, INTIMIDATION AND CONFLICT RESOLUTION

The Enhanced Skills program adheres to Western University's and the Faculty of Medicine's policies, which reflect a zero tolerance towards sexual harassment or intimidation. Resident and fellows are encouraged to review the Faculty of Medicine's conflict resolution policy for more information.

15. WELLNESS

- The PARO 24 Hour Help line. This line is available for any resident, partner or medical student needing help. It is separately administered by the Distress Centre of Toronto and is totally confidential. This line offers crisis intervention as well as advice and resources. PAIRO's Residents Well-Being Committee keeps a log of family physicians and health professionals willing to see Residents on a fairly urgent basis. Tel. 1-866-435-7362 (1-866-HELP-DOC)
- Schulich's Wellness Office: The Schulich School of Medicine & Dentistry's Wellness Office focuses on the physical, psychological and professional safety of learners, as well as supporting academic well ness and providing career guidance. Led by the Postgraduate Director of Wellness, the Office aims to provide a comprehensive, proactive program in line with CanMEDS Physician Health Guide that addresses wellness issues in PG learners early and effectively. The Wellness Office maintains a network of resources that can be accessed by learners needing support; these resources will include counseling services, medical, psychological and psychiatric services, academic and learning support services, and career and financial planning services.
- The Postgraduate Director of Wellness will meet one-on-one with residents, at their request or when referred (e.g. by the Program Director or PGME Dean) to respond to their challenges and develop effective management plans, including referrals, as necessary. Additionally, the Wellness Office has a full-time experienced counselor, Pamela Bere, who can provide support and expert counseling.

- The Wellness Office will provide guidance, coaching, or referrals (as necessary) for trainees whose academic performance has been identified as borderline; these trainees will not necessarily have failed a rotation, but may benefit from an early, proactive assessment and intervention to prevent failure. The Wellness Office will also work with learners undergoing remediation or probation to assist with stress management, facilitate access to educational resources, and maximize opportunities for success.
- Dr. Terri Paul, Associate Dean, Learner Equity and Wellness at the Schulich School of Medicine and Dentistry, is available for personal counseling and discussion of any issues related to equity, gender and health. Tel. [519-661-3744](tel:519-661-3744) (UWO), Email: terri.paul@schulich.uwo.ca, The Link to the Counseling & Enquiry Process Flow Chart [https://www.schulich.uwo.ca/medicine/postgraduate/policies/files/Policies/Equity](https://www.schulich.uwo.ca/medicine/postgraduate/policies/files/Policies/Equity%20Gender%20Flowchart) Gender Flowchart
- Postgraduate Medical Education Office can also be contacted to assist residents/fellows Tel. [519-661-2019](tel:519-661-2019), Email: postgraduate.medicine@schulich.uwo.ca
- The Hospital Employee Assistance Program (EAP). Tel. [1-800-268-5211](tel:1-800-268-5211)
- The UWO Ombudsperson Tel. [519-661-3573](tel:519-661-3573), Email: ombuds@uwo.ca, UWO Campus

16. LEAVE

The PARO standards are applied to all Enhanced Skills trainees. Residents are entitled to 4 weeks holiday in a full year training period. Holidays should not exceed one week per 4 week block, which will allow the resident to be properly evaluated for that experience. Residents are entitled to 1 week of professional leave. In the case of a longitudinal curriculum, the program will give consideration to longer blocks of vacation. If you are not completing a full year program, your vacation and professional leave are pro-rated as follows:

PROGRAM LENGTH	VACATION	PROFESSIONAL LEAVE
12 month program	4 weeks	1 week
9 month program	3 weeks	5 days
6 month program	2 weeks	3.5 days
3 month program	1 week	2 days

Leave request forms can be obtained online (see link below) and need to be approved by the program director/coordinator at least 4 weeks prior to the requested time. Please contact Ms. Sharon Story for more information.

<http://www.schulich.uwo.ca/familymedicine/postgraduate/forms/index.html>

17. CALL

A pager is issued for the year by the Department of Family Medicine. Please speak with your program coordinator and/or their administrative assistant for information regarding call rooms. Call stipends are provided as per the PARO agreement for MOH funded trainees.

18. MOONLIGHTING

Historically and as a general rule, Enhanced Skills residents may have an independent license. Having experience working during this enhanced year may give the residents an opportunity to utilize their skills as family physicians that they have developed during their residency program. As such, opportunities to moonlight will exist and the department will not prevent the learner from exercising that right. Following are some guidelines to be aware of:

1. A resident can only moonlight if they hold an independent CPSO license.
2. Residents must understand that their Enhanced Skills clinical and academic duties must take priority over any and all moonlighting opportunities. If you choose to moonlight, it should be arranged after you know your schedule and should not be in conflict with your work schedule, academic half/full days or your self-directed learning time. If you start to fall behind in your learning or obtain poor evaluations on rotations or practice exams, you risk failing the rotation and the year.
3. You must let the Enhanced Skills program director and your program specific coordinator know if you intend to moonlight, as they may have objections from a curricular perspective as well as regarding location and type of work.
4. It is the policy of the Family Medicine Postgraduate Education Committee at Western University that you may not moonlight in any Family Medicine clinical teaching unit, London hospital or community hospital in Southwestern Ontario in which Enhanced Skills training takes place. Community hospitals that may be unacceptable include: Chatham, Sarnia, St. Thomas, Strathroy, Stratford, Owen Sound, Windsor and Woodstock. In community hospitals there might be some exceptions depending on the service that you are applying to moonlight in. Please note that all requests to moonlight in a clinical teaching unit, London hospital or community hospital will need to be discussed on a case by case basis.
5. The Enhanced Skills program director will not provide a reference during the program for the purpose of the resident obtaining locum privileges for moonlighting during the year. The program director will be more than pleased to provide references for positions/careers that are to begin after the program is completed.
6. The Postgraduate Education Executive Committee at Western University will deal with any breach of policy accordingly.
7. Poor performance on rotations, regardless of cause, will be dealt with in accordance with the Schulich Postgraduate Medical Education Resident Evaluation and Appeals Policy.

19. ENHANCED SKILLS AFTER-HOURS TEACHING SESSIONS

In conjunction with the chief resident, a series of after-hours teaching sessions will be organized with Dr. Grushka. Topics are to be determined by the group in conjunction with the chief resident. Topics can include critical appraisal, practice management, how to set up an office, how to incorporate, billing, etc.

20. ACADEMIC FUNDS

The department of Family Medicine offers Enhanced skills residents \$400 towards conferences, seminars and courses. If you are a previous Western resident, you may carry over any additional funds from your family medicine residency. Additional funds are available by competition through the Postgraduate Medical Education office. Travel funds are available while on rotation for residents who meet eligibility criteria. The department will not fund textbooks, supplies, electronics, etc. Please refer to the Family Medicine orientation guide online on the departmental website for further information.

PROGRAM LENGTH	FUNDS AVAILABLE
12 months	\$400
9 months	\$300
6 months	\$200
3 months	\$100

Original receipts are to be forwarded to Pat Yong, DFM within 60 days of the conference/seminar date.

20. DEPARTMENT OF FAMILY MEDICINE GLOBAL POLICIES

For a description of all Department of Family Medicine Policies, please see the following website:

http://www.schulich.uwo.ca/familymedicine/postgraduate/current_residents/policies/index.html

Please pay special note to the following policies, as they are applicable to Enhanced Skills:

- Professional leaves, vacation, religious holidays
- Accommodation & travel expense
- Evaluation & appeal
- Accommodations for residents with unique needs
- Resident safety
- Miscellaneous Western University & London Hospital

Also, please be aware of the Learner Equity & Wellness Office at the Schulich School of Medicine & Dentistry. This office can be accessed by any resident in need.

<https://www.schulich.uwo.ca/learner-equity-wellness/>