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Owner Shannon Rotolo
Policy Area SMH Pharmacy Residencies
Applicability University of Rochester - Strong Memorial Hospital

Corrective Action, Grievance and Dismissal Policy

Policy

UR Medicine, doing business as Strong Memorial Hospital, and the Pharmacy Department maintain a program of constructive and corrective discipline to inform residents who are not meeting expectation of how and why their conduct is not acceptable and what they must do to improve and meet standards of conduct. A grievance procedure is also established to supplement the informal departmental means of resolving residents' problems or complaints, including concerns regarding possible discrimination. The Department of Pharmacy will follow procedures outlined in the University of Rochester Personnel Policy and Procedure Manual ([policy 154: Corrective Discipline](#), [policy 160: Grievance Procedure](#) and [policy 136: Termination](#)).

Licensure – It is the expectation for all URMC residents to obtain pharmacy licensure as outlined in Pharmacy Policy – Resident Licensure: [Licensure Policy](#).

A New York State Pharmacy Intern permit is required of all non-licensed residents prior to starting the residency program.

PGY2s: A copy of your PGY1 Residency Certificate must be submitted prior to the start of the PGY2 residency. Failure to provide this documentation within 30 days of the program start date will result in termination.

Professionalism – Residents are expected to conduct themselves in a professional manner at all times during the year both within the URMC facility as well as during local or national meetings or professional events (e.g., ASHP Midyear Clinical Meeting, ACCP Annual Meeting, Eastern States Conference, etc.). Unprofessional behavior will result in corrective action up to and including termination from the program.

Required Activities – Residents are expected to complete all required activities as outlined in the program overview and outline in Pharmacy Policy – Residency Program Completion. Residents are

expected to meet all deadlines set forth by the respective Program Director and program administrators. It is expected that if a resident cannot meet set deadlines, they address any concerns with the Program Director in advance of the deadline. Any resident who is repeatedly unable to meet deadlines during the residency year will be placed on probation and a remediation plan will be developed with the respective program director. If the terms of the remediation plans are not met, the resident will be dismissed from the program.

Scope

This policy applies to all PGY1 and PGY2 pharmacy residents of the Department of Pharmacy Services at UR Medicine, doing business as Strong Memorial Hospital.

Implementation

The implementation of these policies is the responsibility of the Director of Clinical Pharmacy Practice, Research, & Education, Residency Program Director (RPD), and preceptors. Every preceptor is responsible for reporting conduct issues to the RPD who subsequently reports to the Director of Clinical Pharmacy Practice, Research, & Education. Any remediation plan will be shared with appropriate preceptors and routine, documented feedback will be solicited by the RPD as outlined in the remediation plan. The UR Medicine Department of Human Resources will be consulted as needed and all counseling and remediation sessions will be documented.

Approval Signatures

Step Description	Approver	Date
Pharmacy Administrator	Travis Dick	9/9/2024
Policy Owner	Shannon Rotolo	8/29/2024

Applicability

University of Rochester - Strong Memorial Hospital