
INTERN PERFORMANCE EVALUATION

I. Introduction

1. The goal of the Intern Performance Evaluation is to ensure that our intern colleagues make successful progress during the course of their intern year. The evaluations provide the constructive feedback and reinforcement of desired skills and attitudes that motivate interns to continued excellence. Moreover, if problems of performance arise they can be addressed and attempts made to resolve them in a timely manner.
2. **Interns must adhere to The Ohio State University “Code of student conduct” (section 3335-23), the Ohio Veterinary Practice Act, and other applicable Department, College, University, State, and Federal rules and regulations.**
3. **Informal guidance** – Interns should receive informal feedback on their performance from faculty members as part of their interaction on a daily basis.
4. **Service performance review** – Interns will be evaluated by attending clinicians, and on some services, residents and technicians, through the One45 system. The attending clinician will receive an email notification indicating a task to complete in the One45 system. The intern to be evaluated will be included in the attending clinicians “to- dos”. Once the attending clinician has clicked on the intern’s name, a list of performance evaluations will be completed, along with an area to list any additional comments in regards to the intern’s performance.

II. Evaluations

1. Attending clinicians on service with an intern will receive an email from the distributor of the One45 system indicating the specific intern to be evaluated.
 - i. The performance evaluation includes the following categories
 1. Clinical abilities: Efficient during clinics, able to handle emergencies, able to solve problems (diagnostic ability), attentive to changes in patient condition, provides good patient care in wards, manages ICU cases properly, conducts special procedures competently, demonstrates appropriate technical skills, uses consultations with other specialists effectively.
 2. Knowledge: Understands basic science of specialty, familiar with and understands relevant literature, demonstrates growth in knowledge base, can critically evaluate newly reported information.
 3. Interpersonal and communication skills/Professional conduct: Communicate effectively with faculty/students/technicians/receptionists/staff, interacts collegially with other services/faculty/staff/colleagues/RDVMs, demonstrates enthusiasm,

demonstrates willingness to work, accepts responsibility, accepts constructive criticism, demonstrates judgment, maturity and professionalism, supports a “team effort”, and participates in consultations.

4. Teaching ability: Demonstrates teaching ability during clinics, rounds, workups and special procedures, shares knowledge with other residents/faculty, supervises ward students effectively (including treatments and orders), fulfillment of assigned student teaching requirements in laboratories, lectures and seminars
5. Patient care: Demonstrates compassion towards patient, appropriately handles patient when performing diagnostic tests and procedures, attentive to changes in patient condition, provides good patient care in wards and ICU.

2. Interns are evaluated on the extent to which they meet the performance expectations of the service according to the following scale;

5 = Well above – intern’s performance continuously exceeds expectations

4 = Above – intern’s performance always meets and frequently exceeds expectations

3 = Meets – intern’s performance always meets expectations

2 = Below – intern’s performance is below expectations

1 = Well below – intern’s performance is well expectations

NA = Not applicable

In addition, there will be a section for overall comments - to indicate any areas positive performance/recognition or specific areas for improvement

3. Formal meeting with the intern attended by the Intern Program Director and the Intern Mentor are performed at minimum of 1-, 4- and 8-months to review the Intern Performance Evaluations and student SEIs.
 - i. Low performance SEIs will be flagged and sent to the Chair of PPEC, Intern Mentor, and Intern Program Director, for review. These will be shared with the Intern Mentor and the Intern at the discretion of the Intern Program Director. These should be handled if needed when they arise via a separate meeting with the intern.

III. Guidelines for Probation

1. **Examples** of reasons for placing an intern on probation, or dismissal from the program include, but are not limited to:
 - i. Failure to provide the expected standard of care

- ii. Uncollegial behavior. Collegiality, mutual support, and respect for others are strongly held values in the College of Veterinary Medicine. We support diverse beliefs and the free exchange of ideas and expect that faculty, residents, staff, and students promote these values and apply them in a professional manner in all academic endeavors.
 - iii. Behavior that reflects badly on the veterinary profession, The Ohio State University, the College and/or colleagues.
 - iv. Neglect of duty, including, but not limited to;
 - 1. Attendance and participation in ward rounds and compulsory conferences (grand rounds, etc).
 - 2. Absence from scheduled emergency duty.
 - 3. Absence from regularly scheduled appointments.
 - 4. Inadequate client communication.
 - 5. Failure to complete bills and medical records in the prescribed time frame and fashion.
 - v. Negligence, incompetence, and reckless behavior toward people, patients or equipment.
 - vi. Failure to comply with directives issued by the Department Chair, Hospital Director, Post Professional Education Committee (PPEC), Intern Program Director, Service Head(s), or Advisor(s)/Mentor
 - vii. Failure to comply with Departmental guidelines regarding outside employment.
 - viii. Academic misconduct.
 - ix. Abuse of prescription or non-prescription drugs, alcohol, or other substances while on the premises or on-call duty.
 - x. Physical or mental limitations that interfere with the resident's performance that cannot be remedied by reasonable ADA-approved accommodations.
 - xi. Failure to comply with OSU policies on sexual harassment, consensual relationships or discrimination.
 - xii. Other deficiencies identified by the performance evaluation that result in unsatisfactory performance.
2. Procedure for placing an intern on probation:
- i. The decision to place an intern on probation or to continue probation must be made by the Intern Program Director and the Chair of the PPEC or their designees. If these disagree, then the Department Chair will make the final decision to place an intern on probation. The intern must be notified in writing with a summary letter of their probationary status, including but not

limited to an overview of specific issues and expected areas of improvement. The Probation letter will be signed by the Intern Program Director and the Chair of the PPEC, with the original copy being submitted to the office of the Department Office (Education Program Coordinator) and electronic copies to be provided to the intern, the Intern Program Director, the Chair of the Post Professional Education Committee (PPEC) and the Department Chair.

- ii. The intern has seven (7) days to provide a written rebuttal of the summary letter if desired to the Intern Program Director Chair of the PPEC and Department Chair. The Intern Program Director, Chair of the PPEC and Department Chair will meet to discuss the rebuttal letter and the Chair of the PPEC and Department Chair will respond to the Intern by letter seven (7) days of the date of submission of the rebuttal letter. If the original decision for probation is upheld, a minimum of a 6-week probationary period will commence on the day that the letter of response to the rebuttal letter is delivered to the Intern. If the original decision for probation is overturned, then the original summary letter should be amended and signed by the Intern, Intern Program Director, Chair of the PPEC and Department Chair.
- iii. If the intern chooses to NOT provide a letter of rebuttal to the evaluation, they will be placed on immediate probation.
- iv. The probationary period will last for 6 weeks minimum. The intern on probation must meet with the Intern Program Director and/or the Intern Mentor at least weekly during this period. If both the Intern Program Director and the Chair of the PPEC agree that satisfactory improvement has been documented over the course of the probation, then the intern will be released from probation.
- v. If the intern does not make satisfactory improvement, the probationary period can either be extended for a maximum of 6 weeks, or the intern can be dismissed.
- vi. If the intern does not make satisfactory improvement after the probation period of 12 weeks minimum, or if the intern has been through a probationary period twice within a one year period, the intern may be dismissed.
- vii. The decision to dismiss an intern must be made by a committee consisting of: the Chair of the PPEC, the Intern Mentor, the Intern Program Director, the Hospital Director and the Department Chair.

3. Guidelines for dismissal

- i. The following constitute grounds for dismissal from the internship program:
 1. Gross misconduct or unprofessional behavior
 2. Any criteria outlined under reasons for probation

3. Egregious behavior that reflects poorly upon the University, the veterinary profession, or both
4. Violations of the Ohio Veterinary Practice Act

IV. Evaluation time frame

1. The intern evaluation must be completed and submitted online in One45 within 2 weeks of receipt in One45. Once completed, the evaluation will be available in One45 to the Intern Program Director, and the Mentor/Advisor. The intern evaluation will be reviewed/discussed with the intern along with any corresponding student SEIs they have received since starting their internship or since their last evaluation on or about August 31, 2017; November 30, 2017; and April 31, 2018; for the interns 1, 4-, and 8-month evaluation, respectively. A formal evaluation including the results of the One45 evaluation and student SEIs will be filed by the Intern Program Director.