


Title: GME-13 Addressing Resident Concerns

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I. Policy Statement

- A. The purpose of this policy is to be in compliance with the Accreditation Council for Graduate Medical Education (ACGME) requirement that the House Staff have assurance of an educational environment in which to raise and resolve issues without fear of intimidation or retaliation.
- B. This policy is important because it outlines a process by which residents can address concerns in a confidential and protected manner. Compliance with the ACGME program requirement pertaining to addressing resident concerns is essential for institutional and program accreditation.

II. Definitions

None

III. Process/Content

- A. The House Staff Organization (HSO) representatives to the Graduate Medical Education Committee (GMEC) will give a monthly report to the GMEC of resident issues identified during HSO monthly meetings, or through communication among residents.
- B. This report should include, but not be limited to, concerns of residents about fairness of schedules, treatment, workloads, etc.
- C. Concerns will be addressed as needed in a way that excludes and prohibits retaliation toward any resident
- D. Individual resident concerns should be addressed with the following process.
 - 1. Resolution should be attempted at the most local level.
 - 2. If resolution is not obtained at the most local level, the resident may proceed to the next level as appropriate to the nature of the concern:
 - a. Contact the chief resident of the program.
 - b. Contact the program director.
 - c. Contact the department chair or division chief.
 - d. Contact the HSO.

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- e. Contact the Senior Associate Dean for Graduate Medical Education/Designated Institutional Official.
3. If the issue is not able to be resolved by this informal mechanism, then a formal grievance may be filed with the program director. See Grievance Policy (GME-09)

IV. Attachments

- A. GME-09 Grievance Policy

V. References, Regulatory References, Related Documents, or Links

Not Applicable