

Title: Graduate Medical Education - Addressing Resident Concerns - Policy

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|  University of Missouri Health System | Document Owner: Crystal Arellano | Last Approved Date: 02/21/2023 |
| | Content Expert: CHRISTI McCoy | |

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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

- a. Not applicable.

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.
 - i. Resolution should be attempted at the most local level.
 - ii. 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:
 1. Contact the chief resident of the program.
 2. Contact the program director.
 3. Contact the department chair or division chief.

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4. Contact the HSO.
 5. Contact the Senior Associate Dean for Graduate Medical Education/Designated Institutional Official.
- iii. The GME mistreatment portal is a web-based, confidential process that is available for residents to report concerns.
1. Links to the portal can be found on the New Innovations home page under the wellness heading, and in Citrix.
- iv. If the issue is not able to be resolved by any of the above mechanisms, then a formal grievance may be filed with the program director.

IV. Attachments

- a. [Graduate Medical Education - Grievance Policy for Residents](#)

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

- a. [Department of Graduate Medical Education - Mistreatment Report](#)