

Policy 1.400 Graduate Medical Education Committee
Section Educational Administration
Subject Addressing Concerns in a Confidential Manner
Policy Requirements: ACGME Institutional: II.C; III.A. ACGME Common: II.A.4.1). (10); VI.B.7; II.A.4.a).(7); VI.B.5, VI.B.6.
Version History: Date Developed: 1/2000; replaces previous policy of same name, dated 3/03 Last Review/Revision: 2/2006, 7/2010, 8/2011, 5/2014, 6/2019, 8/2020, 9/2021, 8/2022 Legal Review: 7/2019, 8/2020, 9/2021

Purpose

To ensure that residents/fellows have the opportunity to raise concerns and provide feedback in a confidential manner.

Policy

Each University of Arkansas for Medical Sciences College of Medicine (UAMS COM) Accreditation Council for Graduate Medical Education (ACGME) accredited program must have a written policy that outlines the program’s process of educating residents and faculty regarding unprofessional behavior as well as education on a confidential process for reporting, investigating and addressing such concerns. This policy must identify how information about how residents/fellow are able to raise concerns are communicated to all residents/fellows at a minimum annually.

Resident Council

In order to provide a platform for residents/fellows across the UAMS COM ACGME accredited to communicate and exchange information with other residents, the Sponsoring Institution (SI) will support a Resident Council. The Resident Council will be composed of peer-elected residents/fellows and will meet regularly throughout an academic year. Any resident/fellow within a COM ACGME accredited program has the opportunity to raise concerns directly to this body. The Resident Council will conduct meetings, at least in part, without the Designated Institutional Official (DIO), faculty members or other administrators present.

The Resident Council chair/co-chairs will serve as member(s) of the COM Graduate Medical Education Committee (GMEC) and will provide regular updates to that committee as well as have the opportunity to present concerns that arise from discussions at the Resident Council meetings to the DIO and the GMEC.

Office of GME

The UAMS COM GME has an open-door policy. A resident/fellow may request a meeting with the Executive Associate Dean for GME/DIO to discuss concerns or provide feedback in a confidential manner.

i-safe

i-safe, is the centralized UAMS incident reporting system and is accessible at the following link: <https://apps.uams.edu/i-safe/default.aspx>.

Employee Relations, in the Office of Human Resources, working collaboratively with the Academic Affairs and Faculty Affairs offices, will manage this *all-inclusive* reporting system. The user-friendly online forms allow reporting of claims of the following categories:

- Sexual Harassment or Gender Discrimination
- Discrimination or Discriminatory Harassment
- Professional Misconduct

Resources

The UAMS COM GME has developed a brochure, *Raising Concerns*, which outlines ways in which a resident/fellow may raise concerns or provide feedback. Residents/fellows receive this publication at orientation, and programs can contact the GME office for information on how to obtain additional copies of this brochure.

Office of Human Resources

UAMS residents and fellows are also supported by the UAMS Office of Human Resources. Contacts for this office can be found at <https://hr.uams.edu/> or by emailing askhr@uams.edu.

COM Ombudsperson

The Ombuds provides an additional, confidential resource who is external to existing channels within COM and GME. To schedule a virtual or in-person appointment: COM-Ombuds@uams.edu or 501.686.7449.

Related GMEC Policies

- 1.410 Grievances
- 1.420 Disciplinary Actions
- 1.500 Appropriate Treatment of Residents