

COM GME Internal Medicine Program Policy

Policy 1.100 Internal Medicine Residency
Section Education Administration
Subject Addressing Concerns in a Confidential Manner
Policy Requirements ACGME Institutional: 2.3.c; 3.1; 3.2.f.4.a ACGME Common: 2.6.g.; 6.12.f; 6.12.g ACGME Internal Medicine: 2.6.g.; 6.12.f.; 6.12.g. COM GMEC: 1.400
Version History Date developed: 8/2023; 8/2025 Revisions Approved: 8/2023; 10/2025 Reviewed by Program Evaluation Committee: 10/2025

Purpose

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

Policy

This UAMS COM Internal Medicine program policy outlines procedures and the various methods by which residents can raise concerns and provide feedback in a confidential manner as appropriate, without fear of intimidation or retaliation. The written policy will be available to all Internal Medicine residents and any residents that rotate with Internal Medicine. The policy will be posted in New Innovations and in the resources channel of the Internal Medicine Residency Team located in the UAMS Microsoft Teams app. The policy will be available to rotating residents in the resources channel in the UAMS Microsoft Teams app. The program will communicate the various ways to raise concerns and provide feedback at least annually with all COM Internal Medicine residents during a monthly System's Conference and/or during a monthly wellness conference.

Process

Internal Medicine Program Specific:

For general problems or concerns, any resident in the program may submit electronically to the Chief Resident Anonymous Performance Review. All submissions are completely anonymous and are sent directly to the Chief Residents of the program. If the concern can be handled/addressed by the Chief Residents directly, they will do so. If not, they will seek advice from the program leadership. All submissions will be discussed (anonymously) in the monthly System's Conference that is held on the third Tuesday of each month.

Residents may also discuss any concerns with the supervising-senior level resident, attending physician, Chief Resident on call, or the resident's assigned faculty advisor. If those actions do not resolve the concern, the resident may meet with the Program Director or his/her designee. The designee could be the Associate Program Director(s) or the Program Manager. The Internal Medicine Program has an open-door policy for all residents.

Residents may contact a member of the Resident Council (contact list found on the GME webpage) and/or the Executive Associate Dean for Graduate Medical Education to discuss the issue confidentially. Members of the Resident Council can meet with the resident and offer advice on how to resolve or handle the problem and decide whether further steps are necessary.

UAMS COM GME Specific:

Resident Council

In order to provide a platform for residents/fellows across the UAMS COM ACGME accredited programs 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 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 may raise concerns or provide feedback. Residents receive this publication at orientation.

Office of Human Resources

UAMS residents 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 call 501-686-7449