

Resident/Fellow Learning and Working Environment Policy

February 18, 2016

Objective: The Sponsoring Institution and each of its Accreditation Council for Graduate Medical Education (ACGME) accredited programs must provide both a learning and working environment in which residents/fellows have the opportunity to raise concerns and provide feedback without intimidation or retaliation and in a confidential manner. The Graduate Medical Education Committee (GMEC) feels that this requirement should also extend to both UMKC ACGME and non-ACGME sponsored programs.

Policy: In order to achieve such a working and learning environment, the GMEC requires each program to submit a policy outlining their procedures in which residents/fellows can raise concerns and provide feedback to the program without intimidation or retaliation, including in a confidential manner. The program's policy must be reviewed annually with the program's learners.

The Sponsoring Institution (University of Missouri-Kansas City School of Medicine) and GMEC have a number of procedures in place to monitor the learning and working environment for residents and fellows. Additionally, resources are provided to allow residents and fellows to raise concerns in a safe manner. Monitoring systems and resources include:

1. **The Housestaff Council.** The Housestaff Council is comprised of peer-selected resident/fellow representatives that meets independently and can report concerns directly to the Designated Institutional Official (DIO). Additionally, two members of the Housestaff Council serve on the GMEC and provide a report at each GMEC meeting regarding resident/fellow concerns.
2. **GMEC annual review of each ACGME resident/fellow survey.** Survey results are a critical portion of the Annual Program Evaluation review by the GMEC to identify underperforming programs. Such programs receive focused visits by the GMEC in which residents/fellows are interviewed and a consensus of issues is then presented to the program leaders. A summary of the visit with expectations is provided and a program progress report is required. Depending on the circumstances, the GMEC will then continue to monitor the program, including revisiting with residents to determine progress throughout the academic year. The GMEC is actively involved in the oversight of these programs to improve the educational and working environment.
3. **The Ombudsman monitoring program.** The GME Office supports two resident/fellow selected faculty Ombudsman that serve as an advocate for residents and fellows. Any resident/fellow can independently contact the Ombudsman. To contact the Ombudsman, a resident or fellow can contact the GME Office or open the link: <http://med.umkc.edu/gme/ombudsman/>. A description of the principles and role of the Ombudsman is also available on this link. Additionally, programs with concerns regarding the learning and working environment are referred by the GMEC and/or the DIO and undergo a scheduled monitoring program with peer selected post-graduate year representatives. The Ombudsman reports directly to the DIO regarding concerns and trends who then meets with the program leadership to address those concerns. Such a mechanism provides anonymity in raising concerns. The Ombudsman reports are reviewed at the GMEC meetings for trends with recommendations for follow up.

4. **The DIO.** The DIO is available to meet with residents/fellows when contacted about any individual concerns and will work with the resident/fellow and the program to achieve resolution of the issue.

Oversight: It will be the responsibility of the GMEC to ensure that each sponsored program meets the expectations of this policy. This includes the periodic review of program policies as part of the procedure of reviewing program's Annual Program Evaluations. The UMKC GMEC Chair, as part of the Annual Institutional Report (AIR), reports to the Governing Body of the Institution annually concerning learning environment needs and concerns of residents and fellows.

When an individual resident or fellow brings a concern about the learning environment to the Ombudsman or DIO and requests anonymity, depending on the situation, there may be limitation as to how the issue can be investigated and addressed. This will be discussed with the resident or fellow at the time of the concern being raised.

Title IX concerns must be reported to Title IX Coordinator at the University of Missouri-Kansas City for investigation. Regardless of whether or not the resident/fellow and/or focus of the complaint are employed by UMKC, if the concern involves a program sponsored by UMKC, it must be referred. The Title IX Coordinator, depending on the circumstance, may need to work with other employers and organizations during the investigation process.

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