

UTHSCSA Graduate Medical Education Policies

Section 3	Evaluation and Assessment Processes	Effective:	July 2012
Policy 3.6.	Policy on Resident Concerns	Revised:	June 2021
		Responsibility:	Designated Institutional Official
Policy on Resident Concerns			
Purpose	The purpose of this policy is to confirm the commitment of both residents and faculty to education and training that upholds the highest standards of professional and ethical behavior. Residents and faculty agree to work in good faith to resolve any problems or potential deviations from optimal training.		
Policy	<p>The GME Committee has established the following guidelines to address difficulties encountered in the process of residency training. This includes, but is not limited to, adherence to duty hour standards:</p> <ol style="list-style-type: none"> 1. If a resident perceives a problem, the first step is to talk to and work with the relevant Chief Resident. If the resident is on a rotation in another specialty, s/he will work with both the relevant and specialty Chief Residents. 2. If a resident believes his or her concern is not adequately addressed by the Chief Resident(s), or believes that the Chief Resident(s) may have a conflict of interest, s/he will then contact his/her Program Director to discuss the problem. If the resident is currently performing a rotation in another specialty, the Program Director will discuss the situation with the Program Director in that specialty. 3. If a resident believes his or her concern is not adequately addressed by the Program Director, or believes that the Program Director may have a conflict of interest, a resident still believes his/her concerns have not been addressed, s/he should contact the Designated Institutional Official (jonesw3@uthscsa.edu) or other faculty member in the Office for Graduate Medical Education (210-567-4431) at UT Health San Antonio (UTHSA) to discuss his or her concerns. 4. If a resident is concerned about any potential harmful consequences of raising an issue through the above "chain of command," he/she is encouraged to contact the UTHSA Ombudsperson (Dr. Bonnie Blankmeyer, 210-567-2691, blankmeyer@uthscsa.edu), who will discuss the matter with the resident with complete confidentiality and privacy, and who will bring the resident's concerns to the Program Director without identifying the resident. If the resident/fellow believes real or perceived conflicts of interest would preclude or render unproductive such a discussion, it is recommended that s/he engage the Ombudsperson for advice and counsel on the most appropriate course of action to address the concern(s). 		

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5. A resident may utilize the UTHSA Compliance Line (877-507-7317) or Online Compliance Reporting (<https://secure.ethicspoint.com/domain/media/en/gui/67623/index.html>) to share anonymously concerns of any sort (including duty hours, HOP 4.2.2-Sexual Misconduct, HOP 4.2.1-Discrimination, HOP 10.1.2 - Code of Ethics and Standards of Conduct, or HOP 2.5.3-Retaliation). These policies can be found at the following website (<https://uthealthsa.sharepoint.com/RAC/Pages/HOP.aspx>)
6. Residents who are made aware of, observe, or experience sexual misconduct, including but not limited to sexual harassment or assault, should immediately report any information to the [Title IX Director](#) (Dr. John Kaulfus, kaulfus@uthscsa.edu, <https://students.uthscsa.edu/titleix/>) or to the University Police Department (210-567-2800, option 3).
7. If a resident believes his/her concerns still have not been adequately addressed after following the steps above, s/he should contact the ACGME to present his/her concerns <https://www.acgme.org/Residents-and-Fellows/Report-an-Issue/Office-of-Complaints/> While a resident may contact the ACGME at any time, generally, it is most productive to work initially in good faith with the Chief Resident, Program Director, Office for Graduate Medical Education, Institutional Offices, and/or Ombudsperson.