

SUBJECT: Housestaff Mistreatment Policy

POLICY STATEMENT:

The sponsoring institution and each program is responsible to make certain that all housestaff training takes place in a safe and supportive educational environment.

The University Of Florida College Of Medicine Graduate Medical Education Programs have a commitment to ensure that all housestaff have a supportive, constructive educational experience during their time in training. This policy reflects College of Medicine Standards also in place for medical students.

DESCRIPTION:

The University Of Florida College Of Medicine is committed to treating all members of the College community fairly with regard to both personal and professional concerns. This housestaff mistreatment policy ensures that concerns are promptly dealt with and resolutions reached in a fair and just manner. The College's procedures enable housestaff to bring problems to the attention of the Departmental and/or College of Medicine administration in a timely manner. The College of Medicine prohibits any retaliatory action against housestaff who present concerns and complaints in good faith.

Mistreatment is defined as any decision, act or condition affecting a housestaff member that is determined to be illegal or unjust or has created unnecessary hardship for the individual. Mistreatment may take the form of verbal or physical abuse, discrimination for any reason, or a requirement for individual service activity that is independent of requirements for other team members. (If mistreatment is deemed to be sexual in nature, please see the GME policy on Sexual Harassment.) When such an incident occurs, the housestaff member should take steps to address it. At any time during the process described below, the Housestaff Affairs Office functions as the advocacy office for all interns, residents and fellows. Cristin Owens, Assistant Director, Housestaff Affairs, is available to discuss any concerns about mistreatment and can be reached at (352) 265-0787 and/or hartcr@ufl.edu.

- The resident may first discuss the problem with the individual responsible for the

negative action.

- If that discussion does not resolve the issue, or if the resident feels uncomfortable discussing the issue with the involved individual, the resident should approach as appropriate the following individuals (preferably in the order listed) for assistance:
 - If the involved individual is a faculty member:
 - A Faculty Advisor
 - The Program Director
 - The Division Chief
 - The Department Chair
 - The Associate Dean for Graduate Medical Education
 - Dean, College of Medicine
 - Assistant Director, Housestaff Affairs
 - If the involved individual is another resident:
 - A chief resident
 - The Program Director
 - The Department Chair
 - The Associate Dean for Graduate Medical Education
 - ACGME
 - Assistant Director, Housestaff Affairs
 - If the involved individual is the Program Director:
 - The Department Chair
 - The Associate Dean for Graduate Medical Education
 - Dean, College of Medicine
 - ACGME
 - Assistant Director, Housestaff Affairs
 - If the individual involved is not one of the above, the resident should consult directly with the Program Director who will determine the appropriate next step.
- Once the allegation of mistreatment is elevated beyond the level of the individual responsible for the incident, the reviewing authority should provide a written response to the resident within ten business days of being notified of the mistreatment. If the resident is not satisfied with the response of the reviewing official, he/she should approach the next individual listed as above. If the Associate Dean for Graduate Medical Education does not satisfactorily address the issue, the resident may appeal directly to the Dean of the College of Medicine
- In the event that satisfactory resolution of the abuse

cannot be achieved here at the University of Florida, the resident may contact the ACGME as described at the following link:

<http://www.acgme.org/acgmeweb/tabid/233/GraduateMedicalEducation/Policies/ComplaintProcedures.aspx>

A housestaff member who has been themselves accused of mistreatment or harassment of others is entitled to due process to refute or challenge the accusations per policies of the University of Florida (UF Regulations 1.006 Non-Discrimination/Harassment/Invasion of Privacy Policies, <http://regulations.ufl.edu/wp-content/uploads/2013/03/1006.pdf>, and UF Regulations 4.012 Student Grievance Procedure, <http://regulations.ufl.edu/wp-content/uploads/2013/03/4012.pdf>.)

Anyone (faculty, housestaff, student) who observes unprofessional behavior or mistreatment of anyone on the healthcare team should report it to the applicable residency program director.

At any point in the process outlined above, the resident also may address his/her concern about mistreatment to the Employee Assistance Program (EAP). EAP information is available at the following link: <http://eap.ufl.edu/>. A representative from this program may provide counseling to the student and as appropriate may act as an ombudsman to resolve the grievance. If the housestaff member chooses this method to address the mistreatment and resolution is not obtained, the next level of appeal is to the Associate Dean for Graduate Medical Education.

Reviewed and Approved
Graduate Medical Education Committee (GMEC)
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