SUBJECT: Support Services and Work Environment

INTENT: The Accreditation Council for Graduate Medical Education Institutional Requirements require policies regarding the work environment of the resident.

POLICY STATEMENT: Sponsoring institutions and hospitals engaged in graduate medical education must ensure that resident experience is not compromised by excessive reliance on residents to fulfill non-physician service obligations. Accordingly, all hospitals where housestaff work must provide appropriate support services to minimize the work of residents extraneous to the educational programs. The Institution and all its ACGME-accredited programs must provide 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 as appropriate.

DESCRIPTION:
1. Residents on duty in the hospital must be provided adequate and appropriate food services and sleeping quarters. Call facilities should be located in a part of the hospital that is sufficiently quiet to allow both for night-time sleeping and napping during the day as required. These call facilities MUST be available at all times to allow for residents too fatigued to safely drive home to rest prior to returning home. Alternatively, programs may elect to provide alternative methods to return the housestaff member home (e.g. cab fare home) when sleeping facilities are not available when needed.
2. Residents must not provide non-educational services that could be safely and appropriately provided by other personnel. Accordingly:
   a. Patient support services, including but not limited to, intravenous services, phlebotomy services, laboratory services, dictation and transcription services, as well as messenger and transporter services must be provided in a manner appropriate to, and consistent with, educational objectives and excellent patient care.
   b. An effective laboratory and radiologic information retrieval system must be in place to provide for appropriate conduct of the educational programs and quality and timely patient care.
   c. A medical records system that documents the course of each patient’s illness and care must be available at all times and must be adequate to support the education of residents, quality-assurance activities, and provide a resource for scholarly activity.
3. Appropriate security and personal safety measures must be provided to residents in all locations including, but not limited to, parking facilities, on-call quarters, hospital and institutional grounds, and related clinical facilities.
4. Educational materials to support patient care in the working environment (computer with internet access, library material, etc.) must be immediately available at all times.

5. All accredited programs must provide a learning and working environment in which residents/fellows have the opportunity to raise concerns and provide feedback without intimidation or fear of retaliation and in a confidential manner as needed. This issue is assessed annually in the ACGME Resident Survey and will be reviewed each year by the Institutional Program Review Committee. Non-compliant or deteriorating responses in this area may result in a focused or global special review of the training program.

Accordingly, the Graduate Medical Education Committee will monitor these issues during the internal review process.

Last Review and Approved: Graduate Medical Education Committee
December 13, 2013