

STATEMENT ON HOUSE STAFF MEMBER CONCERNS

The University of Iowa Hospitals and Clinics (UIHC) strives to make the residency and fellowship experience as rewarding as possible for the physician and dentist in training. However, questions and concerns can arise during the training period. This *Statement on House Staff Member Concerns* provides a mechanism for house staff members to obtain answers to or resolve disputes or disagreements that arise with respect to the work environment, academic performance, issues related to the program or faculty or administrative matters. The mechanisms established in this *Statement* are aimed at minimizing conflicts of interest.

I. WORK ENVIRONMENT, ACADEMIC PERFORMANCE (INCLUDING NON-PROMOTION NOT DUE TO AN APPROVED LEAVE OF ABSENCE), PROGRAM/FACULTY ISSUES, AND ADMINISTRATIVE MATTERS.

The following avenues are available for the house staff member to address/resolve concerns:

A. PROGRAM DIRECTOR:

All questions and concerns should first be directed to the Program Director or his/her designee. The Program Director or his/her designee will be best able to address most questions or concerns that arise.

B. GRADUATE MEDICAL EDUCATION OFFICE (GMEO) REVIEW:

Questions regarding benefits or other administrative matters, which cannot be answered by the Program Director or his/her designee, should be directed to the Graduate Medical Education Office (GMEO). Personnel in the GMEO can provide answers to many questions and can also direct house staff members to the appropriate source for assistance.

C. GME ADMINISTRATIVE REVIEW:

When the GMEO staff members cannot answer the question or resolve the issue, they will refer the house staff member to the Director of Graduate Medical Education (GME) and/or the Associate Dean for GME to review the matter. The house staff member will be required to meet with one or both of these individuals and present a written description of the concern or issue at hand.

D. CEO/DIRECTOR'S REVIEW:

If the house staff member is not satisfied with the response from the GME Administrative Review (and the concern is not a matter of departmental discretion), the house staff member may make a written request to the CEO/Director of UIHC to review the matter. The CEO/Director, or his/her designee, will review the matter and provide to the house staff member a written response, which is final. The CEO/Director may in his/her discretion refer the matter to the Graduate Medical Education Working Group (also known as the GME Committee or GMEC) or an ad hoc committee for its recommendation prior to review by the CEO/Director. The processing of matters of departmental discretion is further addressed in this policy under "Due Process and Grievance Procedure" (Section III).

II. GENERAL HOUSE STAFF CONCERNS.

A. GRADUATE MEDICAL EDUCATION COMMITTEE (GMEC):

General house staff member concerns may be communicated to members of the GMEC, pursuant to a charge of the GMEC to "provide a forum for house staff issues as expressed by the house staff representatives on the Working Group or by other house staff." GMEC members include elected house staff members, active clinical staff, Program Directors, GME administrative staff from UIHC, and administrators from the Carver College of Medicine. To obtain information about contacting GMEC members, house staff members should contact the GMEO or any of their GMEC House Staff Representatives.

III. DUE PROCESS AND GRIEVANCE PROCEDURES.

(SUSPENSION, DISCHARGE, DISCIPLINARY ACTIONS, NON-RENEWAL)

A. SUSPENSION OR DISCHARGE:

If a house staff member is suspended or discharged from a training program, the procedures specified in Article IV, Section 7 of the Amended and Restated Bylaws, Rules and Regulations of the University of Iowa Hospitals and Its Clinical Staff will be followed. If notice of non-renewal of a contract is given less than three months before the expiration of the contract, the non-renewal shall be considered a discharge.

B. OTHER DEPARTMENTAL ACTIONS (OTHER THAN SUSPENSION OR DISCHARGE):

Other departmental actions include individual disciplinary actions by the Program or Department and non-renewal or non-promotion of a house staff member's contract. It should be noted that non-renewal

and non-promotion require a written notice of intent no later than three months prior to the end of the resident's current agreement. The following review process shall be followed:

1. Departmental Committee Review:

The action will be reviewed by a Departmental Committee selected by the Program Director, if the house staff member requests such a review within 10 days of his or her becoming aware of the action, unless the house staff member has already been afforded an opportunity to present the information to such a Departmental Committee which prepared recommendations to the Program Director before the action and the house staff member has been informed of the Program Director's action in writing.

a. Composition of Departmental Committee: The Departmental Committee described above will be composed of at least two active clinical staff members and one house staff member.

b. Departmental Committee Recommendations: After its review, the Departmental Committee will submit its recommendations to the Program Director. If the Departmental Committee recommends a change in the action, the Program Director will then reconsider the action, giving due consideration to the Departmental Committee's recommendation.

2. Program Director's Decision:

Following receipt of the Departmental Committee's recommendations, the resulting decision of the Program Director shall be provided by the Program Director to the house staff member and to the CEO/Director of the UIHC in writing and shall be final, unless the house staff member believes that the action could significantly threaten his or her intended career development (see Director's Review of Program Director's Decision, below). Actions will not be postponed while they are being reviewed, unless the Program Director in his/her discretion decides to do so.

3. CEO/Director's Review of Program Director's Decision:

If the house staff member submits a written request to the CEO/Director of UIHC within 10 days of receipt of the Program Director's written decision (described in III.B.2 of this policy) and the request includes the reasons for the belief that the action could significantly threaten the house staff member's intended career development, the CEO/Director will first determine if the alleged threat is significant and, if so, shall review the decision.

a. Advice to CEO/Director: The CEO/Director may seek the advice of the Graduate Medical Education Committee, the Clinical Staff Affairs Subcommittee, and/or an ad hoc committee as part of the review.

b. Notice and Final Decision:

(1) Non-Renewals: If the action is non-renewal of a contract prior to completion of the training program, the decision of the CEO/Director shall be given to the house staff member and Program Director in writing and is final.

(2) All Other Actions: For all other actions, if the CEO/Director approves the Program Director's decision, the decision of the CEO/Director shall be given to the house staff member and the Program Director in writing and is final. If the CEO/Director recommends that the Program Director modify the decision, the Program Director will then reconsider the action, in consultation with the CEO/Director; the resulting decision of the Program Director, with CEO/Director approval, shall be provided to the house staff member and the CEO/Director in writing and is final.

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