

## POLICY FOR RESIDENT CONCERNS

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. Contact information will be distributed to residents and faculty at the beginning of each academic year, and as requested or needed.

- 1) If a resident perceives a problem, the first step is for them 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 (s) cannot be or 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 Site Director to discuss the problem.
- 3) If a resident believes his or her concern (s) cannot be or is not adequately addressed by the Site Director or believes that the Site Director may have conflict of interest, s/he should contact the Program Director or Assistant Program Director.
- 4) If a resident believes his or her concern (s) cannot be or is not adequately addressed by the Program Director or Assistant Program Director or believes that the Program Director and/or Assistant Program Director may have conflict of interest, s/he should contact the Department Chairman.
- 5) Depending on the concern (s) raised, the Program Director, Assistant Program Director and/or the Department Chair will address the matter with the Designated Institutional Official (DIO) (jonesw3@uthscsa.edu) or other faculty member in the Office for Graduate Medical Education (210-567-4431) at UT Health San Antonio (UTHSA) as well as any appropriate hospital personnel, if necessary.
- 6) 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).
- 7) 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 anonymously report concerns of any kind (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>)

- 8) 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 at [kaulfus@uthscsa.edu](mailto:kaulfus@uthscsa.edu), <https://students.uthscsa.edu/titleix/> or to the University Police Department (210-567-2800, option 3).
  
- 9) 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, Site Director, Program Director, Department Chair, Office for Graduate Medical Education, Institutional Offices, and/or Ombudsperson.