

Section:	<i>Family Medicine Residency Program</i>
Document Number:	<i>0010</i>
Title:	<i>Resident Services Policy</i>
Responsible Department:	<i>Graduate Medical Education</i>
Created:	<i>07/12/2016</i>
Revised:	
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GMEC Approved:	<i>07/12/2016</i>
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Effective:	<i>07/12/2016</i>
Page:	<i>1 of 12</i>

POLICY:

This policy to inform residents of the services and protections offered to all trainees in Valley Health Team, Inc. programs.

SCOPE:

This policy applies to all residents in Valley Health Team, Inc. sponsored training programs.

PURPOSE:

Valley Health Team, Inc. is committed to establishing and maintaining an environment in which every community member is enabled and encouraged to excel. This will happen only if all of us work in harmony, free of intimidation, exploitation, ridicule and harassment. We must maintain a productive environment in which no individual is subject to discrimination or abuse. This statement should be read as consistent with and in connection with Valley Health Team, Inc. employee policies relating to harassment and discrimination.

PROCEDURE:

Residents can obtain the following services directly from the Valley Health Team GME office:

- Notary public
- Processing of requests for training verification
- Information on student loan deferment and financial aid
- Training certificates
- Photo IDs
- Information regarding housing and community services and resources
- Information regarding cultural, recreational and fitness activities available to residents

Financial Aid/Student Loan Deferment



VALLEY HEALTH TEAM
Family Medicine Residency Program

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Effective:	<i>07/12/2016</i>
Page:	<i>2 of 12</i>

Many trainees can defer their student loans incurred during medical school or post-graduate training.

For more information on this, please contact the Valley Health Team GME Office.

Housestaff Communication Forums

Resident's Forum: The Resident's Forum meets monthly to address issues related to the trainee work environment and educational experience. The Resident Forum also participates in improving methods of delivering care to the patients of Valley Health Team and its training partners. The members of the committee are expected to disseminate information from this committee to their colleagues, and to bring issues from their colleagues to the committee. All residents are invited to participate.

GME Confidential Helpline: Residents may call **INSERT PHONE NUMBER** at any time and leave a message regarding any questions or concerns. Callers do not need to leave a name or phone number, but if they do, they will receive a follow-up call from the Office of GME.

Libraries

A medical library is available to the residents at Community Regional Medical Center. Up to Date and other electronic resources are also available through Valley Health Team.

Meals

Residents on duty have access to food services 24 hours/day at all participating hospitals. In addition, the resident call areas have refrigerators that are stocked with food and beverages.

Medical-Legal Assistance and Malpractice Insurance



VALLEY HEALTH TEAM
Family Medicine Residency Program

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Board of Directors Approved:	<i>08/24/2017</i>
Effective:	<i>07/12/2016</i>
Page:	<i>3 of 12</i>

Valley Health Team is covered by Federal Torts Claims Act (“FTCA”) and a separate wrap around malpractice policy to defend residents against any liability or malpractice claim arising out of the residents' acts or omissions within the scope of duties for work completed during the training period. Professional liability insurance coverage is maintained to defend Valley Health Team residents against any liability or malpractice claim arising out of residents’ acts or omissions within the scope of Valley Health Team duties for work completed during the training period. Exceptions to such coverage are acts or omissions in the course of activities not within the scope of resident duties and acts or omissions resulting from fraud, corruption, malice or criminal negligence.

Work at affiliated or associated hospitals, clinics or elsewhere is clearly covered when it falls within the course or scope of Valley Health Team employment. Residents and clinical fellows who enroll for short-term elective rotations must provide documentation of malpractice insurance from their home institution.

The Risk Management Department is available to assist residents in situations where medical decisions could include legal considerations. The Risk Management Department attempts to minimize the Valley Health Team's exposure to hospital and medical malpractice liability.

Attorneys or investigators may contact residents to review and comment on the care provided to a patient. Trainees should contact the Risk Management Department before responding to any such requests.

For information or questions about risk management or medical malpractice coverage please go to the Office of GME.

Physician Well-Being Programs

New Resident Orientation: All new residents attend GME Orientation where physician impairment and substance abuse are addressed. Cost free resources that are available to



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Family Medicine Residency Program

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Effective:	<i>07/12/2016</i>
Page:	<i>4 of 12</i>

address these issues on an individual and confidential basis are highlighted. This is done both by live presentation and through handouts and brochures that are included in the Orientation packet for each resident and clinical fellow.

Physician Well-Being Committee: The Valley Health Team Physician Well-Being Committee is composed of physician representatives from various clinical departments and is dedicated to the education of physicians regarding substance abuse and other impairment issues. The committee offers assistance to physicians who have or might have problems with substance abuse or physical or mental illness that might affect their health or well-being or impact the safeguarding of patient care. Each institution has its own Physician Well-Being Committee per Joint Commission requirements.

Employee Assistance Program (EAP): The Faculty and Staff Assistance Program (FSAP) provide voluntary, confidential, and individual counseling services to the employees of Valley Health Team. This includes all Valley Health Team residents regardless of their current hospital rotation site. The EAP team consists of licensed counselors who provide consultation and counseling services. For more information regarding EAP, please contact Human Resources.

Workers' Compensation

If a trainee sustains a work-related injury or illness, he/she is eligible to receive benefits under workers' compensation law. This program is designed to guarantee medical attention for the injury or illness and to ensure regular monetary benefits as a means of financial support while medically unable to return to work. Valley Health Team pays the premiums for this program. Information regarding workers' compensation and its activation process is available upon request from your program coordinator.

If a non-emergent injury occurs while at work, the resident should immediately call VHT Human Resources at 559-364-2934. If emergency treatment is required, the



VALLEY HEALTH TEAM
Family Medicine Residency Program

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Board of Directors Approved:	<i>08/24/2017</i>
Effective:	<i>07/12/2016</i>
Page:	<i>5 of 12</i>

trainee should go to the nearest emergency room. If a resident has an exposure to blood or body fluids or a needle stick, he/she should call the Exposure Hotline pager immediately at 559-364-2934. In all instances the trainee must report the incident to his/her program director.

Harassment

Valley Health Team is committed to providing and maintaining a healthy learning environment and educational culture for all house staff, faculty and other members of the Valley Health Team community including patients and employees of affiliated educational institutions and medical facilities. The commitment includes maintaining an educational environment that is free of unlawful discrimination and harassment on the basis of any legally protected status. In accordance with Valley Health Team educational goals and mission, and applicable law, Valley Health Team does not discriminate or tolerate harassment based on sexual, racial, national origin or any protected group status. Valley Health Team will not tolerate any form of harassment including sexual harassment in violation of this policy by or against any house staff involving anyone in the Valley Health Team community, including other house staff, faculty, medical staff, patients, vendors, employees or affiliated medical institutions and/or any other third party.

The conduct prohibited by this policy includes unwelcome conduct, whether verbal, physical or visual, that is based upon a characteristic protected by law, such as sex, race, color, religion, ancestry or national origin, age, disability, marital status, parental status, sexual orientation, veteran status, citizenship status, or other protected group status as defined by law. Valley Health Team will not tolerate harassing conduct that unreasonably interferes with an individual's



VALLEY HEALTH TEAM
Family Medicine Residency Program

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Board of Directors Approved:	<i>08/24/2017</i>
Effective:	<i>07/12/2016</i>
Page:	<i>6 of 12</i>

education or that creates an intimidating, hostile, or offensive educational environment. Such harassment may include, for example, jokes or epithets about another person's protected status or teasing or practical jokes directed at a person based on his or her protected status. It may also include the display or circulation of written materials or pictures that are degrading to a person or group described above or verbal abuse or insults about, directed at, or made in the presence of an individual or group of individuals in a protected class. Conduct of this sort is prohibited by this policy without regard to whether the conduct would violate applicable laws.

It is the policy of Valley Health Team not to discriminate against any individual on the basis of sex, race, color, religion, ancestry or national origin, age, disability, marital status, parental status, sexual orientation, veteran status, citizenship status, or other protected group status as defined by law in matters of admission, services or educational programs or activities in accordance with the requirements of all applicable laws.

Definition of Sexual Harassment

Prohibited sexual harassment is defined to include unwelcome sexual advances, requests for sexual favors, and other verbal, physical or visual conduct based on sex when: (1) submission to such conduct becomes an implicit or explicit term or condition of any individuals education including any training, advancement, continuation in the program or other academic decision relating to the graduate medical educational program; (2) submission to or rejection of the conduct is used as the basis for any educational decision including training, advancement, continuation in the program or other academic decision, or (3) the conduct has the purpose or effect of unreasonably interfering with an individual's educational or training performance or creating an intimidating, hostile or offensive educational environment. Sexual harassment is not limited to explicit demands for sexual favors. It may include other unwelcome conduct based on sexual favors. It may include other unwelcome conduct based on sex, whether directed toward a person of the opposite or same sex and also may include such actions as: (1) sex-oriented verbal



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Family Medicine Residency Program

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Board of Directors Approved:	<i>08/24/2017</i>
Effective:	<i>07/12/2016</i>
Page:	<i>7 of 12</i>

kidding, teasing or jokes; (2) repeated sexual flirtations, advances or propositions; (3) continued or repeated verbal abuse of a sexual nature; (4) graphic or degrading sexually-oriented comments about an individual or his or her appearance or sexual activity; (5) visual conduct, including leering, making sexual gestures, or the display of sexually suggestive objects or pictures, cartoons or posters; (6) pressure for sexual activity; (7) suggestive or obscene letters, notes or invitations; or (8) offensive physical contact such as patting, grabbing, pinching or brushing against another's body.

Reporting Procedures

Everyone at Valley Health Team is responsible to help assure that our educational environment is free from all forms of prohibited discrimination or harassment. If you believe you have experienced or witnessed any conduct that may be inconsistent with this policy, you are to immediately notify any of the following:

1. Valley Health Team Program Director
2. GME Administrator
3. Director of Valley Health Team Human Resources

All reports describing conduct that is inconsistent with this policy will be investigated. It is the obligation of every member of the Valley Health Team community to cooperate in any investigation of alleged or suspected harassment or retaliation. If an investigation confirms that a violation of this policy or inappropriate conduct has occurred, Valley Health Team will take corrective action as is appropriate under the circumstances. In the event of harassment by an individual other than a member of the house staff, Valley Health Team shall immediately contact the appropriate designated representative of the affiliated institution and/or take other action as



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Family Medicine Residency Program

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Board of Directors Approved:	<i>08/24/2017</i>
Effective:	<i>07/12/2016</i>
Page:	<i>8 of 12</i>

deemed appropriate. Such affiliated institution and Valley Health Team shall then work jointly to reach a resolution to the issue.

Prohibition of Retaliation

Valley Health Team forbids retaliation against anyone for reporting harassment, registering a complaint pursuant to this policy, assisting in making a harassment complaint, participating in an investigation, filing a charge of discrimination, or otherwise pursuing his/her rights under applicable municipal, county, state and federal laws. Anyone experiencing or witnessing any conduct he or she believes to be retaliatory should immediately report it to any of the individuals named above.

Confidentiality

Valley Health Team is committed to balancing the interests of all parties involved in harassment complaints. Valley Health Team will attempt to keep the name of the complainant confidential consistent with its need to investigate complaints and to respect the rights of the accused harasser. Moreover, when credible information received through an investigation indicates that there may be violations of other Valley Health Team or affiliated institution policies, appropriate officials will be notified. Information related to complaints and investigations will be shared only with those representatives of the interested parties who have a need to know in order to investigate and resolve the matter.

Investigation Process

The Director of Human Resources or designee shall be responsible for investigating all reported complaints of harassment within the Valley Health Team community by working with appropriate Valley Health Team officials and officials of affiliated Valley Health Team entities. Once the initial investigation is completed, including notice of the allegations and an opportunity



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Effective:	<i>07/12/2016</i>
Page:	<i>9 of 12</i>

to be heard, any house staff members found in violation of this policy will be subjected to corrective or disciplinary action including but not limited to reprimands, academic probation, termination or expulsion from the program. If the alleged violation of this policy involves individuals who are not Valley Health Team house staff members, the Director shall immediately contact the appropriate designated representative of the affiliated institution and/or take other action as deemed appropriate. Such affiliated institution and Valley Health Team shall then work jointly to reach a solution to the issue.

Accommodations for Disabilities

Valley Health Team is committed to providing reasonable accommodations to qualified residents with disabilities. This policy describes the process by which residents with a disability may request reasonable accommodations. This policy does not address the selection of residents who have applied for a position in a training program. Such selection is based upon, among other things, an applicant's ability to achieve the requisite competencies in the particular specialty or subspecialty training program to which the applicant has applied, as defined by the relevant ACGME Program Requirements. An applicant will not be disqualified from consideration because of a disability or be required to disclose the existence or nature of any disability during the application process, but all applicants and residents must be able to satisfy the technical standards listed below, with or without reasonable accommodation. Applicants and residents who cannot meet the technical standards outlined below will not be able to fulfill the essential requirements of the training program and may be denied admission to or excluded from their program on that basis.

Qualified residents who have a disability will not be excluded from participation in, denied the benefits of, or be subjected to discrimination in connection with the training programs or other services offered by Valley Health Team. In response to a request made by a qualified resident



VALLEY HEALTH TEAM
Family Medicine Residency Program

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Board of Directors Approved:	<i>08/24/2017</i>
Effective:	<i>07/12/2016</i>
Page:	<i>10 of 12</i>

with a disability, Valley Health Team will arrange for the provision of reasonable accommodations necessary to afford such resident the full opportunity to participate in his or her training program. Valley Health Team is not required to provide an accommodation that compromises the essential requirements of the relevant training program, imposes an undue financial burden based on Valley Health Team overall institutional budget, or poses a direct threat to the health or safety of the resident or others.

All applicants and residents, regardless of whether they have a disability or have received any reasonable accommodations, must be able to meet the following technical standards unless a particular program has determined that one or more of the following technical standards do not apply to a particular specialty. These standards are essential requirements of Valley Health Team training programs and are designed to qualify graduates for the competent and independent practice of their specialty.

Observation

Applicants and residents must be able to:

- (1) observe demonstrations and participate in clinical care; and (2) accurately observe patients.

Communication.

Applicants and residents must be able to:

- (1) speak intelligibly, hear adequately, observe patients to elicit and transmit information, describe changes in mood, activity, and posture, and perceive non-verbal communications; (2) communicate effectively and efficiently both orally and in writing with all members of the health care team; (3) possess reading skills at a level sufficient to



VALLEY HEALTH TEAM
Family Medicine Residency Program

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Effective:	<i>07/12/2016</i>
Page:	<i>11 of 12</i>

accomplish curricular requirements and provide clinical care; and (4) complete appropriate medical records and other documents in an efficient and timely manner.

Sensory and Motor Skills.

Applicants and residents must:

(1) possess sufficient sensory and motor function to elicit information using various diagnostic procedures; (2) be able to execute motor movements reasonably required to provide care and treatment to patients; and (3) be able to coordinate both gross and fine muscular movements and maintain equilibrium.

Intellectual, Conceptual, Integrative, and Quantitative Abilities.

Applicants and residents must:

(1) be able to identify significant findings from, and make recommendations based upon, a patient's history, physical examination, and laboratory data in an efficient and timely manner; (2) possess the ability to incorporate new information from peers, supervisors, and medical literature in formulating diagnoses and plans; and (3) possess good judgment in patient assessment and in diagnostic and therapeutic planning.

Behavioral and Social Attributes.

Applicants and residents must: (1) possess the emotional health required for full use of their intellectual abilities, the exercise of good judgment, and the prompt completion of all responsibilities attendant to the diagnosis and care of patients; (2) exhibit the development of mature, sensitive, and effective relationships with patients, colleagues, clinical and administrative staff, and all others in the professional or academic setting; (3)



VALLEY HEALTH TEAM
Family Medicine Residency Program

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Board of Directors Approved:	<i>08/24/2017</i>
Effective:	<i>07/12/2016</i>
Page:	<i>12 of 12</i>

be able to tolerate taxing workloads and function effectively under stressful conditions; (4) be able to adapt to changing environments, display flexibility, and learn to function in the face of uncertainties inherent in the care of many patients; and (5) be able to accept appropriate suggestions and criticism and, if necessary, respond by modification of behavior.

Requesting Accommodations

Residents who wish to seek reasonable accommodation must submit to the DIO current documentation from a qualified professional that (1) verifies the existence of a disability by articulating a diagnosis, (2) describes the nature and severity of any functional limitations that result from the disability, including in particular how the disability affects the resident's ability to comply with the technical standards applicable to their program (3) describes the duration for which any such functional limitations are expected to continue, and (4) suggests any possible reasonable accommodations that he or she may consider appropriate in light of the technical standards needed to competently and independently practice their specialty.

To familiarize themselves with the range of reasonable accommodations that may be available for persons with a disability and other information regarding disability resources, residents are encouraged to contact Valley Health Team Office of Graduate Medical Education. It is the resident's responsibility to arrange for the required documentation, and Valley Health Team is not required to pay for any required diagnosis or testing. The type, nature, and extent of documentation required may vary depending on the disability at issue. Periodically, residents may have to update or augment



VALLEY HEALTH TEAM
Family Medicine Residency Program

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Responsible Department:	<i>Graduate Medical Education</i>
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Board of Directors Approved:	<i>08/24/2017</i>
Effective:	<i>07/12/2016</i>
Page:	<i>13 of 12</i>

documentation to ensure that Valley Health Team has all of the information necessary to evaluate a request for reasonable accommodation.

To determine whether the required documentation is adequate or an accommodation is reasonable, Valley Health Team may seek input on a confidential basis from outside service providers.

Investigation of Complaints

Residents who believe that they have been discriminated against because of their disability may pursue a complaint as provided under Valley Health Team Non-Harassment and Non-Discrimination Policy.

Soyla Reyna-Griffin, CPA
Chief Executive Officer

Date

Maggie Rubio
President, Board of Directors

Date