



VALLEY HEALTH TEAM
Family Medicine Residency Program

Section:	<i>Family Medicine Residency Program</i>
Document Number:	<i>GME006</i>
Title:	<i>Addressing Housestaff Concerns and Grievances</i>
Responsible Department:	<i>Graduate Medical Education</i>
Created:	<i>07/12/2016</i>
Revised:	<i>04/26/2019</i>
Superseded:	<i>07/12/2016</i>
GMEC Approved:	<i>05/23/2019</i>
Board of Directors Approved:	<i>07/18/2019</i>
Effective:	<i>07/19/2019</i>
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POLICY:

The purpose of this policy is to be in compliance with the Accreditation Council for Graduate Medical Education (ACGME) requirement that the House Staff have assurance of an educational environment in which to raise and resolve issues without fear of intimidation or retaliation.

SCOPE:

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

PURPOSE:

Valley Health Team, Inc. residents have several avenues of communication to identify problems related to their work environment or issues related to the program or faculty without fear of intimidation or retaliation.

PROCEDURE:

Valley Health Team, Inc. is committed to providing a supportive educational environment. An important part of that commitment is to maintain an educational and professional culture that fosters learning for all housestaff members.

Housestaff members who have any concerns regarding their educational and/or professional environment may raise their concerns either in writing or verbally in a variety of ways without fear of intimidation or retaliation. Methods to report include:

- Bringing concerns to their Program Director.
- If a housestaff member does not feel comfortable raising an issue with his/her Program Director, s/he may contact the ACGME Designated Institutional Official (DIO). Alternatively, a housestaff member may bring his/her concern to the attention of the Valley Health Team, Inc. Graduate Medical Education Administrator. Either of these individuals may be reached in-person, by e-mail, or by phone at the GME office.
- Valley Health Team, Inc. also provides an [online portal](#) for submitting confidential concerns that can be accessed via the program's website.
- Housestaff may directly contact the confidential/discreet Valley Health Team, Inc. Ombudsperson, who will review any situation and provide guidance.




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- Housestaff may call the GME Confidential Helpline at (559) 203-6659 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.
- Both the GME Confidential Helpline and confidential online portal are checked daily.
- Housestaff may contact their peer representatives through the Valley Health Team, Inc. Residents Forum. Forum leadership contact information is available from the GME Office. Forum leadership participates in the Graduate Medical Education Committee (GMEC) and report each month on issues affecting the learning environment.

Valley Health Team, Inc. forbids retaliation against anyone for reporting a concern, registering a complaint, or reporting harassment pursuant to its Non-Harassment and Non-Discrimination 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 s/he believes to be retaliatory should immediately report it to any of the individuals named above, including the confidential/discreet Valley Health Team, Inc. Ombudsperson, or Valley Health Team, Inc. leadership including the DIO. Please note that both Valley Health Team, Inc. and all partnering training sites have codes of conduct and non-retaliation policies that relate to the conduct of hospital or clinic employees in a teaching institution and the responsibility of a safe and healthy learning environment for trainees. More information can be found on the Valley Health Team, Inc. website.



Soyla A. Reyna-Griffin, CPA
Chief Executive Officer

7/19/2019
Date



Maggie Rubio
President, Board of Directors

7/18/19
Date