



## BAPTIST MEMORIAL MEDICAL EDUCATION

### GRADUATE MEDICAL EDUCATION POLICY AND PROCEDURE MANUAL

Effective Date: July 2013	<h2>Grievance Procedure</h2>
Last Review/Revision: July 2017; February 2021	
Reference: BMME 0035	

#### **Purpose**

The purpose of this policy is to define the usual process for residents of Baptist Memorial Medical Education (BMME) sponsored residency and fellowship programs to communicate substantive issues and concerns to the program's and institution's administration. It also defines the mechanisms for an official, impartial hearing of concerns that are not resolved through usual, initial communications with administration. Existing mechanisms available to all residents through the GME Office are:

1. GME Office Open Door Policy: The GME office is a confidential and safe place for residents and fellows to discuss concerns and conflicts.
2. Residency Council and/or DIO: For problems involving program concerns, training matters or work environment.
3. Confidential Complaint Reporting: For concerns involving professionalism, including duty hour violations, residents and fellows may call the confidential reporting hotline at 1-877-BMH-TIPS (877-264-8477).

#### ***Policy***

BMME GME provides an environment in which residents may raise and resolve issues without fear of intimidation or retaliation. The BMME GME programs encourage the participation of residents and fellows in decisions involving educational processes and the learning environment. Such participation should occur in formal and informal interactions with peers, faculty and attending staff.

Efforts should be undertaken to resolve questions, problems, and misunderstandings as soon as they may arise. Trainees are encouraged to initiate discussions with appropriate parties for the purpose of resolving issues in an informal and expeditious manner.

With respect to formal processes designated to address issues deemed as complaints under the provisions of this policy, each program must have an internal process, known to residents and fellows, through which such concerns may be addressed. The Program Director should be designated as the first point of contact for this process.

Residents and fellows who have concerns or issues related to the interpretation, application, or breach of any policy, practice, or procedure in their educational program, or Graduate Medical Education in general should:

1. First discuss them with their program director.
2. If reasonable discussion with the program director does not lead to resolution of the concern the resident(s) should bring the issue to the attention of the Graduate Medical Education office and DIO.
3. If reasonable discussion with the Designated Institutional Official (DIO) does not resolve the issue, a formal grievance may be sent in written form to the DIO or the Chair of Graduate Medical Education Committee.

### **Procedure**

1. Residents or fellows wishing to resolve a specific grievance will forward their complaint in writing, using the recommended form (Attachment A), to the DIO or Chair of the Graduate Medical Education Committee. Within ten (10) business days, the DIO will schedule an ad-hoc Grievance Committee Meeting.
  - The Grievance Committee will include the following members, not from the resident's program:
    - a. One physician member of the GMEC
    - b. One physician member not from the GMEC
    - c. One resident
    - d. DIO (non-voting administrative position)
  - Legal representatives will not participate in, or be present, during the Grievance Committee meeting or deliberations.
  - The chairperson will be self-selected by the members of the Grievance Committee.
2. The Grievance Committee will review the complaint and any submitted documentation. The Grievance Committee may request additional documentation if necessary.
3. The Grievance Committee will, at the designated time and place, hear the resident present the details of their complaint and their proposed solutions in full. Other concerned parties may also present their views on the issues to the subcommittees at that time. Having heard the resident and other parties concerned, they will then be excused from the meeting.
4. The Grievance Committee will immediately deliberate and make a recommendation.
5. The Grievance Committee will have the responsibility to make a final recommendation regarding resolution of the complaint. This will be expected at the time of the first meeting. In rare circumstances, at the chairperson's discretion, the subcommittee may elect to obtain additional information and meet again in one week to finalize their recommendation(s) for resolution of the complaint.

6. The final, written recommendation(s) of the Grievance Committee will be distributed by the chairperson to the parties involved, the resident bringing the complaint, and the DIO within 3 business days.
7. The Grievance Committee's recommendation(s) for resolution of the grievance are final and binding.

Attachment A

Baptist Memorial Medical Education

Grievance Form

**Please complete the information below:**

Name or Prefer Not to Answer  (Note - BMME is unable to provide follow up on anonymous grievances.)	
Resident or Fellow; Year in Program	
Program or Rotation	
Date, time, and place of the grievance	
Date you became aware of the event, if different from above	

**Detailed description of grievance including names of the other persons involved, if any**

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**Proposed solution to the grievance**

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