



UCF/HCA GME Healthcare GME Grievance Policy



Purpose/Intent: The ACGME requires sponsoring institutions to establish unbiased formal grievance and due process procedures. These policies and procedures minimize conflict of interest by adjudicating parties by adopting a multi-tier grievance process and allowing residents and fellows (trainees) to appeal their matter to a different body at each level.

Summary: When concerns cannot be worked through the informal mechanisms as set forth in the *Policy regarding Resident Forum and Trainee Complaints, Concerns*, or if there is a formal disciplinary action pursuant to the *Policy regarding Trainee Performance, Renewal, Promotion, and Discipline*, the trainee has the opportunity to appeal without fear of prejudice. The procedure outlined below is designed to provide a method of dealing with trainees' grievances in a prompt and equitable manner. The proceedings are informal in nature. The emphasis is placed on a method of getting at the facts, assuring that these are reported accurately to the proper authority, and providing a decision which is fair to all concerned. It is necessary that trainees follow the sequence of stages described below. For purposes of this Policy, grievable matters include extended suspension, dismissal/termination, restriction in privileges, non-renewal, non-promotion, continued remediation, and trainee complaints related to the work environment and educational program that are not resolved through the Policy regarding Resident Forum and Trainee Complaints and Concerns. Verbal counseling, Notice of Concern, referrals to the Professional Resources Network (PRN) Impaired Physicians program, failure to meet eligibility requirements, and initial periods of remediation are not subject to appeal and due process procedures. Discrimination and sexual harassment complaints will be referred to the UCF Office of Institutional Equity (oiie@ucf.edu and <http://eeo.ucf.edu>) and detailed procedures are in the UCF/HCA GME Consortium Policy Regarding Resident Forum and Trainee Complaints, Concerns, Harassment.

Procedures:

A. Stage I:

Appealable actions: continued remediation, non-promotion, suspension/change in privileges, non-renewal of contract or termination, trainee complaints

Presiding: Division Director of HCA North Florida Division (NFD Director):

Process:

1. The trainee shall state, in writing, his/her complaint to the Division Director (or designee). This must be submitted within ten (10) calendar days of the receipt of the action the trainee is grieving.
2. NFD Division Director shall notify the program director, the Designated Institutional Official (DIO) and Vice President of the consortium GME office.
3. Process: Division Director will conduct a review of the action grieved, and other information relevant to the decision. If the Division Director determines that a meeting with the trainee

is needed, he or she will use their best efforts to schedule the meeting within 10 working days of receipt of the grievance. The Division Director will use his or her best efforts to notify the trainee in writing of the decision within 10 working days following the meeting or 15 working days following receipt of the grievance if no meeting is held.

4. A copy of the answer shall be forwarded from the Division Director to the Program Director and the Consortium Graduate Medical Education (GME) office and saved in the trainee's official GME file in Medhub.
5. The Division Director's decision is final for continued remediation grievances.

B. Stage II:

Appealable actions: non-renewal of contract, non-promotion, or termination, suspension/change in privileges, trainee clinical learning environment complaints

Presiding: DIO or HCA North Florida Division VP](Division VP)

Process:

1. If the trainee is not satisfied with the Division Director's decision, the trainee may file a grievance with the DIO or Division VP within 5 working days of the Division Director's decision.
2. The DIO or Division VP will conduct a review of the action grieved, the Division Director's decision and other relevant information. If the DIO or Division VP determines that a meeting with the trainee is needed, he or she will use their best efforts to schedule the meeting within 10 working days of receipt of the grievance. The DIO or Division VP may uphold, modify or reverse the Division Director's decision. The DIO or Division VP will use his or her best efforts to notify the trainee in writing of the decision within 10 working days following the meeting or 15 working days following receipt of the grievance if no meeting is held.
3. Copies of the appeal and the decision shall be forwarded to the program director, the local GME Director, and to the Consortium GME office for filing in the trainee's official GME MedHub file. The DIO/Division VP's decision is final for non-promotion, suspension, trainee complaints.

C. Stage III:

Appealable actions: non-renewal of contract or termination [Dean or Designee(s)]

Presiding: Dean or Designee(s)

Process:

1. If the trainee is not satisfied with the DIO or the Division VP's decision, the trainee may file a grievance with the Dean or Designee(s) within 5 working days of the DIO/Division VP's decision. The Dean may have an option to designate up to 3 individuals to conduct the review.
2. The Dean or Designee(s) will conduct a review of the action grieved, the DIO or Division VP's decision and other relevant information. If the Dean or Designee(s) determines that a

meeting with the trainee is needed, they will use their best efforts to schedule the meeting within 10 working days of receipt of the Step 3 grievance. The Dean or Designee(s) may uphold, modify or reverse the DIO or Division VP's decision. The Dean or Designee(s) will use his or her best efforts to notify the trainee in writing of the decision within 10 working days following the meeting or 15 working days following receipt of the grievance if no meeting is held.

3. This decision is final.
4. Copies of the appeal and the decision shall be forwarded to the, program director, the local GME Director, and to the Consortium GME office for filing in the trainee's official GME MedHub file.