

UCF/HCA Healthcare GME Learning and Work Environment Policy: Safety, Quality and Well-Being

Purpose: Sponsoring institutions must establish and implement policies and procedures regarding learning and work environment (Institutional requirements {IR} III and Common Program Requirements {CPR} VI: Services must be provided, and the health care delivery system developed to minimize physician learners' work that is extraneous to their GME program's educational goals and objectives (IR II.F). Psychological, emotional, and physical well-being are critical in the development of the competent, caring, and resilient physician and the institution must ensure a healthy and safe work environment.

Policy Summary: Several policies related to the learning and working environment are discussed in detail in other policy documents as indicated.

The following are discussed here:

1. A residency forum (Residency Advisory Committee, RAC) meets regularly to communicate and exchange information on their educational and work environment, their specific programs, and any issues identified by physician learners. This forum may choose to meet without faculty, DIO, or administrators.
2. Each participating site will provide appropriate services to minimize work that is not educational in nature and does not meet the goals of each residency/fellowship program. Clinical care and learning objectives are to be accomplished without excessive reliance on physician learners to fulfill non-physician work. These services include:
 - A. Patient support services including phlebotomy, peripheral intravenous access placement, laboratory, pathology, radiology, and patient transport services. Such services must meet quality patient care standards.
 - B. Medical records will be available at all times to support patient care, education and scholarly activity, and quality improvement activities.
3. Each participating site will provide a professional, healthy and safe work environment. These include:
 - A. Access to food during clinical and educational assignments through cafeterias, vending machines, and other mechanisms (food trucks, delivery services, etc.).
 - B. Housing and transportation for required offsite rotations: housing (apartment, extended stay, similar) and transportation costs (generally mileage, distant sites may include flight and car rental) are provided or reimbursed for any required rotation that is at least (45) miles from primary hospital site.

- C. Call/sleep rooms that are safe, secure, quiet, private and accessible for physician learners, with proximity appropriate for safe patient care (as applicable for rotation).
- D. Accommodations for physician learners with disabilities consistent with institutional policy (refer to separate GME Accommodations Policy).
- E. Clean and private facilities for lactation with refrigeration resources and proximity appropriate for patient care.
- F. Appropriate security and safety measures in all clinical and educational locations. Security assistance will be provided as needed and security escorts will be available for parking lots and ramps.
- G. Each program and hospital must provide a professional respectful and civil environment and provide for education on unprofessional behavior. Mistreatment, abuse, and/or coercion of physician learners, faculty and staff is not permitted. Physician learners and faculty are made aware of the confidential processes for reporting and addressing concerns. Such unprofessional behavior should be reported through the program or GME office staff or by confidential means (through hospital reporting or learning management system). UCF has an Office of Institutional Equity which handles harassment and discrimination issues (oi@ucf.edu) and UCF provides several resources for help with sexual harassment, assault, violence and stalking through this website: <https://letsbeclear.ucf.edu/>.
- H. All team members are responsible for reporting unsafe conditions and adverse events. This includes the ability to transition a patient's care to another qualified and rested provider.
- I. If physician learners are too fatigued to return safely home following clinical care responsibilities, the following options are available:
 - Hospitals: Call rooms are available for physician learners to take naps prior to returning home
 - Money for taxi or similar transportation is back-up option
 - Other sites: not applicable due to limited clinical/educational work hours

4. Well-being (IR III.B.7, CPR VI.C)

- A. Physician learners are given opportunities to schedule and attend medical, mental health, and dental appointments. Each program may provide specific guidance for scheduling elective appointments.
- B. Physician learners and faculty are educated regarding fatigue, sleep deprivation, burnout, depression, and substance abuse, including identification and recognition of symptoms in themselves and how to seek appropriate care. Physician learners and faculty are encouraged to alert the program director or other GME leaders of any significant concerns, including suicidal ideation or potential for violence.
- C. Physician learners are provided access to tools for self-screening (available on the UCF GME website <https://med.ucf.edu/academics/graduate-medical-program/trainee-wellness-program/>).
- D. Physician learners are provided access 24/7 to UCF employee assistance program regarding mental health assessment and treatment. See UCF GME website or MedHub for details.
- E. The GME leave policy provides circumstances where physician learners may take leave for family emergencies, illness or significant burnout/fatigue. Training may be extended as appropriate.

5. UCF/HCA programs provide physician learners and faculty have access to and participate in patient safety and quality improvement programs; documentation of these activities is maintained by each program (IR:III.B).
 - A. All programs have formal education regarding patient safety goals and techniques.
 - B. Adverse and patient safety events: All physician learners and fellows are educated regarding their responsibilities in reporting adverse and patient safety events including unsafe conditions and near misses and have access to systems for reporting events in protected manner free from reprisal.
 - C. Each hospital ensures that summary information of patient safety report is provided to physician learners, faculty members and other clinical staff and provides verification to the Consortium GMEC (IR: I.B.4.a.6).
 - D. Each hospital and program ensures that physician learners have opportunities to participate as team members in either real or simulated interprofessional patient safety activities such as root cause and adverse event analysis.
 - E. Significant adverse events should be reported to hospital risk management officers, or according to hospital procedures. In addition, the Self-Insurance Program office for UCF should be notified as soon as possible at 1-844-MY FL SIP (1-844-693-5747).
 - F. Each program provides training, education and experience in quality improvement processes, including health disparities. Access to IHI Open School Modules is provided by the consortium.
 - G. Each program provides data to physician learners and faculty regarding quality metrics.
 - H. Physician learners have opportunities to participate in interprofessional quality improvement activities.
6. Refer to Consortium Supervision and Clinical/Education Work Hour policies for issues of fitness for duty, fatigue, transitions in care and safety.
7. Refer to separate Consortium Policy Regarding Trainee Forum, Complaints, Concerns, Harassment which includes procedures for reporting any harassment or discrimination.
8. Refer to Consortium Policy for Impaired Physicians.
9. Industry vendors (IV.L): Physician learners and faculty will comply with the UCF College of Medicine Industry Relations Policy and Guidelines, which is reviewed and updated regularly (refer to separate policy). This policy is posted on the UCF website: <https://med.ucf.edu/continuous-professional-development/policies/industry-relations-policy-and-guidelines>. Topics discussed in the policy include: provisions related to not accepting gifts or meals from industry sources, prohibitions related to use of pharmaceutical samples, financial and consulting relationships and disclosures, educational and research support and site access to industry representatives. If any participating hospital has a more stringent policy regarding vendors, this will also apply when physician learners are assigned to that location.

Related Information

UCF/HCA Healthcare GME Leave Policy can be found at: <https://med.ucf.edu/media/2021/11/UCF-HCA-Healthcare-GME-Trainee-Leave-and-Injury-Policy.pdf>

UCF/HCA Healthcare GME Supervision and Clinical/Education Work Hour Policy can be found at: <https://med.ucf.edu/media/2021/07/UCF-HCA-Healthcare-GME-Resident-Supervision-and-Clinical-Hours-Policy-April-2021.pdf>

UCF/HCA Healthcare GME Physician Learner Forum and Physician Learner Complaints, Concerns, and Harassment Policy can be found at: <https://med.ucf.edu/media/2021/07/UCF-HCA-Healthcare-GME-Resident-Advisory-Committee-Trainee-Complaints-and-Discrimination-Policy-April-2021.pdf>

UCF/HCA Healthcare GME Impaired Physicians Policy can be found at: <https://med.ucf.edu/media/2021/05/UCF-HCA-Healthcare-GME-Policy-on-Impaired-Physicians-and-Substance-Use-FINAL-4.2021-9-2.pdf>
