

UCF/HCA Florida Healthcare GME Grievance Policy (IV.E)

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 physician learners to appeal their matter to a different body at each level (IV.E).

Summary: When concerns cannot be worked through the informal mechanisms as set forth in the *Policy regarding Physician learner Forum and Physician learner Complaints, Concerns*, or if there is a formal disciplinary action pursuant to the *Policy regarding Physician learner Performance, Renewal, Promotion, and Discipline*, the physician learner has the opportunity to appeal without fear of prejudice. The procedure below outlines the steps for accommodating physician learners' grievances in a prompt and equitable manner. For purposes of this Policy, matters that may be grieved include extended suspension, dismissal/termination, restriction in privileges, non-renewal, non-promotion, remediation, probation, and final warning. Physician learner complaints related to the work environment and educational program that are not resolved through the Physician learner Advisory Committee or complaints process may be progressed to GME leadership to include but not limited to: ADME, AVP of GME, VP of GME, DIO, and or UCF HR. Verbal counseling, Notice of Concern, Coaching plans, referrals to the Professional Resources Network (PRN) Impaired Physicians program, failure to meet eligibility requirements, and 30-60 day extensions 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 Healthcare Policy Regarding Physician learner Forum and Physician learner Complaints, Concerns, Harassment*. The physician learner cannot resign from the program once a grievance process is initiated unless the DIO or designee approves; resignation must occur prior to step 3.

Procedures

Step 1:

Appealable actions: remediation, probation, non-promotion, extended suspension/change in privileges, non-renewal of contract or termination, final warning

Presiding: Asst. Vice President (AVP), GME, North FL Division or Designee

Process:

1. The physician learner must provide, in writing (not to exceed 1500 words) the reasons for the grievance with supporting facts and arguments to the AVP of GME (or designee). This must be submitted within ten (10) calendar days of the receipt of the action the physician learner is grieving.
2. The AVP of GME will conduct a review of the action grieved, and other information relevant to the decision. If the AVP determines a meeting with the physician learner is needed, the AVP will use their best efforts to schedule the meeting within ten (10) calendar days of receipt of the

grievance. The AVP will also use their best efforts to notify the physician learner in writing of the decision within ten (10) calendar days following the meeting or 20 calendar days following receipt of the grievance, if no meeting is held.

3. A copy of the appeal and decision shall be saved in the physician learner's official GME file. The AVP of GME's decision is final for grievance filed for remediation.

Step 2:

Appealable actions: probation, final warning, non-renewal of contract, non-promotion, or termination, suspension/change in privileges

Presiding: DIO, or designee

Process:

1. If the physician learner is not satisfied with the AVP of GME's decision, the physician learner may file a grievance in writing (not to exceed 1500 words) the reasons for the grievance with supporting facts and arguments to the DIO within 7 calendar days of the AVP's decision.
2. The DIO will conduct a review of the action grieved, the AVP's decision and other relevant information. If the DIO determines a meeting with the physician learner is needed, he or she will use their best efforts to schedule the meeting within 10 calendar days of receipt of the grievance. The DIO may uphold, modify, or reverse the AVP's decision. The DIO will use his or her best efforts to notify the physician learner in writing of the decision within ten (10) calendar days following the meeting or 20 calendar days following receipt of the grievance, if no meeting is held.
3. Copies of the appeal and the decision shall be saved in the physician learner's official GME file.
4. The DIO's decision is final for non-promotion, probation, final warning, suspension.

Step 3:

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

Presiding: Dean or Designee(s)

Process:

1. If the physician learner is not satisfied with the DIO's decision, the physician learner may file a grievance in writing (not to exceed 1500 words) the reasons for the grievance with supporting facts and arguments to the Dean within 7 calendar days of the DIO's decision. The Dean has the option to designate up to three (3) individuals to conduct the review.
2. The Dean or Designee(s) will conduct a review of the action grieved, the DIO's or Division VP's decision and other relevant information. If the Dean or Designee(s) determines a meeting with the physician learner is needed, Dean or Designee(s) will use their best efforts to schedule the meeting within 14 calendar days of receipt of the Step 3 grievance. The Dean or Designee(s) may uphold, modify, or reverse the DIO's or Division VP's decision. The Dean or Designee(s) will use their best efforts to notify the physician learner in writing of the decision within ten (10) calendar days following the meeting or 20 calendar 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 saved in the physician learner's official GME file.

Related Information

UCF/HCA Healthcare Policy Regarding Physician learner Forum and Physician Learner Complaints, Concerns, Harassment can be found at: [UCF-HCA-Healthcare-GME-Physician learner-Advisory-Committee-Physician learner-Complaints-and-Discrimination-Policy-April-2021.pdf](#)

UCF/HCA Healthcare Policy Regarding Physician Learner Performance, Renewal, Promotion, and Discipline can be found at: [UCF-HCA-Healthcare-GME-Performance-Renewal-Promotion-and-Discipline-Policy-5.11.21-Final-2.pdf](#)
