

## University of Central Florida – HCA Florida Healthcare GME Resident Advisory Committee, Physician Learner Complaints and Discrimination Policy (IV.I.3,5)

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**Purpose/Intent:** The UCF/HCA Florida Healthcare GME consortium is committed to having a positive learning and working environment for physician learners. All individuals have the right to enjoy an environment free from all conduct that can be considered abusive, intimidating, or harassment. Discrimination is also prohibited (IV.I.3, 5). Physician learners will have a resident forum (named the Resident Advisory Committee or RAC) to communicate information, raise and resolve complaints regarding residency/fellowship programs, training, and working environments (II.C.)

**Policy summary:** The consortium is committed to providing options for physician learners to raise concerns or issues related to patient care, safety, educational program, work environment, faculty, and staff in an atmosphere of mutual respect without fear of intimidation or retaliation. The sponsor also supports the right of physician learners to lodge complaints, file grievances and make appeals related to above concerns in a safe environment free of fear, retaliation, or other adverse consequences (IV.I.3,5). Physician learners will have a resident forum to raise and resolve complaints regarding residency/fellowship programs, training, and working environments (II.C.)

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**Procedures:** The consortium has a number of mechanisms and policies in place to handle complaints and concerns, including confidential mechanisms.

1. The concerned physician learner will first contact the person or office most directly connected to the issue, unless there are compelling reasons not to do so. If the concerned individual does not want to contact that individual (faculty, staff member, or another physician learner) directly, he or she should next go to the Chief Physician learner, the Program Director, the Department Chair (if applicable), or the Designated Institutional Official (DIO).

For issues in which there is no urgency but feedback for specific faculty or the educational program is desired of the GME office, the physician learner can complete anonymous faculty evaluations and program evaluations that are available through the electronic evaluation system.

Anonymous reporting of complaints and concerns that do not identify the physician learner can be made through electronic evaluation systems (Concern/complaint card system with barcode for each site is preferred), New Innovations and the UCF IntegrityLine (<https://compliance.ucf.edu/compliance-helpline/>).

2. Any physician learner may bring concerns to the hospital or consortium RAC, which has the option to meet without the presence of any faculty, administrators or the DIO. Each program has a designated peer selected resident who represents the program at hospital RAC meetings and local GMEC meetings. Additionally, some resident representatives may also be consortium level RAC and GMEC representatives (see current procedure memo for details of RAC and resident peer selection). Issues which are discussed at the forum or other physician learner meetings may be brought to the DIO, Division Director, or VP for GME, and/or the GMEC. The

local and consortium GMEC meetings include a physician learner report as a regular agenda item.

3. Discrimination and harassment are prohibited in any form. The sponsor values diversity and complies with local laws, and UCF Office of Nondiscrimination & Accommodations Compliance (ONAC) policies and guidelines available online at <https://onac.ucf.edu>. Any reports or complaints of harassment and discrimination must be reported as follows:
  - a. Program staff (director, coordinator, faculty, others) shall inform DIO/GME leadership and UCF COM Human Resources of any complaints voiced by physician learners and fellows concerning discrimination and/or harassment of any type in a timely manner.
  - b. When there is a complaint concerning an attending physician, the report should also include the Hospital Chief Medical Officer and Hospital Human Resources Officer. The hospital will address issues of discrimination and/or harassment involving their employees and medical staff following their respective procedures. Confidential reporting means are available through UCF and HCA Healthcare (see UCF resources below).
  - c. The UCF COM HR office shall work with the Title IX coordinator in the Office of Nondiscrimination & Accommodations Compliance (ONAC) as appropriate to represent the resident/fellow and investigate the concern.
4. The physician learner has the option to go through the written grievance and appeal process (see Grievance policy) when the concern is not resolved to the physician learner's satisfaction under section 1 above or when there are formal disciplinary actions against the physician learner.

#### **UCF resources include:**

##### **Office of Nondiscrimination & Accommodations Compliance (ONAC)**

Website: <https://onac.ucf.edu>

Email: [onac@ucf.edu](mailto:onac@ucf.edu)

##### **University Compliance, Ethics, and Risk Office**

Website: [www.compliance.ucf.edu](http://www.compliance.ucf.edu)

Email: [complianceandethics@ucf.edu](mailto:complianceandethics@ucf.edu)

##### **UCF IntegrityLine**

Website:

<https://compliance.ucf.edu/compliance-helpline/>

1-855-877-6049 (toll free)

##### **University Ombuds Office**

Website: [www.ombuds.ucf.edu](http://www.ombuds.ucf.edu)