

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

Purpose/Intent: The Accreditation Council for Graduate Medical Education (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 [Resident Advisory Committee, Physician Learner Complaints and Discrimination Policy](#) or if there is a formal disciplinary action pursuant to the [Performance, Renewal, Promotion, and Discipline Policy](#), 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 Resident Advisory Council, Graduate Medical Education Committee, or complaints process may be progressed to Graduate Medical Education (GME) leadership to include but not limited to: Administrative Director of Medical Education (ADME), Associate Vice-President of GME, Divisional Vice President of GME, Designated Institutional Official (DIO), and or UCF HR. Verbal counseling, Notice of Concern, Coaching plans, referrals to the Professional Resources Network (PRN) Impaired Physicians program, drug/alcohol testing, failure to meet eligibility requirements, medical knowledge concerns, 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 Office of Nondiscrimination & Accommodations Compliance (ONAC) (onac@ucf.edu and <https://onac.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 of the Grievance Process outlined in this Policy.

Procedures

Step 1:

Acknowledged 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, HCA North Florida Division or Designee

Process:

1. The physician learner must provide, in writing (not to exceed 1500 words), the reasons for the grievance along 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 his or her best efforts to schedule the meeting within ten (10) calendar days of receipt of the grievance. The AVP will also 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. 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:

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

Presiding: UCF Associate Dean for GME, or designee(s)

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), with the reasons for the grievance along with supporting facts and arguments to the Associate Dean for GME within 7 calendar days of the AVP's decision. The Associate Dean has the option to designate up to three (3) individuals to conduct the review.
2. The Associate Dean will conduct a review of the action grieved, the AVP's decision and other relevant information. If the Associate Dean 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 Associate Dean may uphold, modify, or reverse the AVP's decision. The Associate Dean 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 Associate Dean's decision is final for non-promotion, probation, final warning, changes in privileges, and suspension.

Step 3:

Acknowledged appealable actions: non-renewal of contract or termination.

Presiding: Dean of the UCF College of Medicine or Designee(s)

Process:

1. If the physician learner is not satisfied with the Associate Dean for GME's decision, the physician learner may file a grievance, in writing (not to exceed 1500 words), with the reasons for the grievance with supporting facts and arguments to the Dean within seven (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 Associate Dean for GME'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 Associate Dean's or AVP'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 Step 3 decision is final.
 4. Copies of the appeal and the decision shall be saved in the physician learner's official GME file.
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Related Information

UCF/HCA Florida Healthcare GME Policy regarding Physician learner Forum and Physician Learner Complaints, and Discrimination can be found at: [Resident Advisory Committee, Physician Learner Complaints and Discrimination Policy](#)

UCF/HCA Healthcare Policy Regarding Physician Learner Performance, Renewal, Promotion, and Discipline can be found at: [Performance, Renewal, Promotion, and Discipline Policy](#)
