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**TITLE:** Process for Resolution of Resident/Fellow Issues

**POLICY:** UVM Medical Center supports an atmosphere that allows residents/fellows to raise and resolve issues without fear of intimidation or retaliation.

**PROCEDURE:**

- All residents/fellows should, if possible, attempt to resolve issues within their department through their chief resident, program director, program administrator, or Chair.
- Residents/Fellows are encouraged to bring issues to their resident/fellow forum (GME Program Representative Committee) for discussion and suggested solutions.
  - This committee is attended by residents/fellows from the GME programs, and its purpose is to enhance resident communication by exchanging information on education, work environment and patient care.
  - This committee selects 3 resident/fellow representatives, who are GMEC voting members and regularly report to the GMEC any issues or topics that need review and/or action by the GMEC.
  - The institutional ombudsperson(s), the GME DIO, and GME office personnel are available to residents/fellows to assist in resolving issues or concerns.
- Residents/Fellows have numerous resources to anonymously report concerns, including but not limited to:
  - GME New Innovations On-line Concerns & Issues Form
  - UVM Medical Center SAFE Reporting System
  - UVM Health Network EthicsPoint Reporting System
  - Larner College of Medicine Anonymous Reporting System

**DEFINITIONS:** GMEC – Graduate Medical Education Committee

**REFERENCES:** Accreditation Council for Graduate Medical Education, Institutional Requirements

**REVIEWERS:** Vanessa Goodwin, Interim Dir GME

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