

GMDEC Reviewed: December 2008

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### **INSTITUTIONAL SUPPORT OF RESIDENTS IN ADDRESSING EDUCATIONAL ISSUES**

The GSM must ensure that there are mechanisms available to the residents to raise and resolve issues without fear of intimidation or retaliation (ACGME Institutional Requirements III.f.1). Departments should ensure these mechanisms are in place.

Customarily a resident would bring an issue to the attention of the chief resident on the service who would try to resolve the issue with the program director's involvement, if needed. The residents as a group within a department should have regularly scheduled meetings with the chief administrative resident(s) to discuss their concerns, which may get conveyed to the program director. Residents should also evaluate the program and rotations in New Innovations. In addition residents should be involved in the annual program review. The program director may want to discuss individual resident's issues at the time of the six-month performance review. The program director should keep residents informed of developments in addressing their concerns.

The **Resident Council** represents another resource for residents to express their concerns. The Resident Assistance Program can serve as another outlet. In cases where the resident is uncomfortable with raising concerns through these means, the institution should provide an additional party to whom these issues can be addressed.

The GSM and GMDEC consider the DIO in the Dean's Office as a resident advocate and the responsible individual for hearing these resident concerns. Some departments may also identify other resident advocates that can be a resource for the residents.

The DIO will discuss the resident concerns and counsel the resident on the steps available to the resident. In some cases, the resident will agree that the DIO should ask the Director of Medical and Dental Education to review the resident's concerns with the resident's advisor and/or Program Director. The resident will be assured that anonymity will be maintained except in instances of patient safety or the well-being of the resident. The DIO will advise the resident in such cases.

*Reviewed and Revised by Resident Council, December 5, 2008*

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