



Graduate Medical Education Resident/Fellow Handbook

UNIVERSITY MEDICAL CENTER OF SOUTHERN NEVADA
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1. RESIDENT GRIEVANCES

Residents are encouraged to first raise and resolve issues via the chain of command as follows:



If the resident has an issue with their Program Director, the resident may contact the Designated Institutional Official.

- A. Grievances regarding academic or other disciplinary actions are processed according to the Due Process Policy.
- B. Grievances related to the work environment or issues concerning the program or faculty that are not related to disciplinary or academic adverse actions can be addressed by discussing problems with a chief resident, Program Director, Designated Institutional Official, the Graduate Medical Education Committee or UMC Academic Affairs Administration.
- C. Should the resident prefer to provide a grievance in an anonymous manner, they can do so by utilizing the UMC Confidential Hotline at 1-888-691-0772.

All grievances will be reviewed and kept confidential as well as investigated with follow-up to the resident regarding the solution.

DEFINITIONS

Grievance: A dispute or complaint made by a resident in any ACGME-accredited programs to express dissatisfaction with an act, condition, or decision made by the institution, program leadership, faculty, staff, or peers; such that the act, condition, or decision affecting his or her program of study is arbitrary, illegal, unjust or creates unnecessary hardship. This includes, but is not limited to dismissal, non-renewal of resident contract, or other actions that could significantly threaten a resident's intended career development.

Residents: The term "Resident" refers to an individual who is engaged in a post-graduate training program sponsored by UMC.

2. RESIDENT HARASSMENT

Please refer to the UMC Progressive Discipline/Corrective Counseling Policy and UMC Equal Opportunity Non-Discrimination and Anti-Harassment Action Plan.

3. RESIDENT ACCOMMODATION FOR DISABILITIES

This policy, not necessarily Graduate Medical Education-specific, prohibiting discrimination in employment and in the learning and working environment, is consistent with all applicable laws and regulations.

Please refer to the UMC Progressive Discipline/Corrective Counseling Policy and UMC Equal Opportunity Non-Discrimination and Anti-Harassment Action Plan.

4. RESIDENT DISCRIMINATION

This policy, not necessarily Graduate Medical Education-specific, prohibiting discrimination in employment and in the learning and working environment, is consistent with all applicable laws and regulations.

Please refer to the UMC Progressive Discipline/Corrective Counseling Policy and UMC Equal Opportunity Non-Discrimination and Anti-Harassment Action Plan.

5. RESIDENT VENDOR INTERACTIONS

This policy addresses resident relationships with vendors in educational contexts, which may include clinical training sites. The purpose of the policy is to ensure that graduate medical education activities of UMC's graduate medical education programs are not compromised through vendor influence, either as a group, or through interactions with individual residents. The goal of this policy is to promote ethical behavior and professional accountability in UMC residents.

PROCEDURE

Vendor Training of Residents

- Vendors may appropriately orient, train and advise residents on the proper use or calibration of a product that has already been acquired by the Sponsoring Institutions or other clinical training site.
- In such cases, the vendor is present as a consultant and must solely advise on the specific device and should not be allowed to market other products.
- Supervising faculty physicians must ensure that vendor involvement in any clinical activities is disclosed to patients/surrogates verbally and in writing and patients/surrogates must assent in writing.
- Vendors must be identified as such so that they are not mistaken for clinicians.

Program Monitoring of Residents - Vendor Representative Interactions

- Program leadership should be aware of and discuss with residents any interaction with representatives from vendors to ensure that any contacts are within the scope and spirit of this policy. Interactions that appear to place the resident in a position of obligation to or influence by the vendor should be explicitly discouraged.
- Program Directors must communicate this policy to their residents as part of the program orientation and reinforce it through inclusion in program handbooks and other information sites for resident reference.

Guidelines

- Residents may not accept gifts of any kind from a vendor.
- Residents may not accept free samples from a vendor.
- The acceptance by a Resident of pharmaceutical samples for delivery to patients is not allowed. Acceptance of pharmaceutical samples for self-use is strictly prohibited for all Residents.
- Promotional and marketing materials may not be directly distributed to residents by vendor.
- Vendors may not provide food and beverages.
- Graduate Medical Education (GME) personnel are not permitted to directly accept gifts or incentives which can include books, instruments, equipment or teaching aids from vendors.
- The Hospital does not permit funds from the industry to be provided in any manner and specifically does not allow lunches or meals to be provided by vendors.
- Company employees may not contribute in-kind services for a vendor's event.

Vendor Approval

- Please send any requests for vendor-funding events to the DIO.
- The Compliance Officer must approve acceptance of vendor funds for any facility or division event.
- The division or company department must determine the need for education, choose the speakers and attendees and determine the schedule and location.

- If it is necessary to provide the vendor education at a dinner or noon conference, the Graduate Medical Education program would need to provide for costs of the meals.

DEFINITIONS

Vendor: Any individual, P.A., or entity that provides goods or services to UMC, including all professional services (medical, legal, financial, etc.); construction and renovation; and insurance and consulting activities. These entities may include but are not limited to pharmaceutical companies, device manufacturing companies, and other health-related companies.

Resident: Refers to an individual who is engaged in a post-graduate training program sponsored by UMC.

6. RESIDENT NON-COMPETITION

Resident physician enrolled in UMC-sponsored graduate medical education programs shall not be required by the Sponsoring Institution to sign any type of non-compete agreement or restrictive covenant for the benefit of UMC.

DEFINITIONS

Non-Compete: A restriction that keeps a physician from practicing in a certain area. Often included as a component of an employment contract.

Residents: The term "Resident" refers to an individual who is engaged in a post-graduate training program sponsored by UMC.

7. SIGNIFICANT DISRUPTIONS

The Designated Institutional Official DIO and Program Director(s) will establish a central point of operations from which to manage the disaster response. Information must be maintained in a duplicative manner (cell phones, home phones, email, pagers, and other applicable devices) to ensure appropriate communication.

1. Program Director(s) must be able to account for all members of their programs to the DIO and UMC Academic Department.
 - a. All residents at orientation and annually will complete a form that will list contact numbers and potential places for evacuation.
 - b. All faculty and staff must maintain up-to-date personal contact information at all times.
 - c. When possible, residents will notify their program directors or the department of Academics as to where they will be evacuating (if necessary) if times allows.
2. Assessment of gaps in training must be made immediately by the DIO and other Graduate Medical Education leadership.
 - a. Should training be interrupted for more than one month, arrangements for resident deployment into other programs will be made.
 - b. Support from the ACGME will be sought to help in planning for resident deployment into other programs.
 - c. Arrangements with state medical boards will also be addressed.
 - d. Maintenance of communication will be addressed to help residents maintain connection with their program and peers.
 - e. The DIO will ensure that financial and administrative support of all programs and residents will continue for the duration of the emergency, providing for continuation of salary, benefits, professional liability coverage and resident assignment. The majority of the residents are paid by electronic direct deposit,” and it is not anticipated that any interruption will occur. Benefits for affected residents remain in place for the duration of the disruption.
 - f. The DIO will notify the ACGME within 30 days of all structural changes that have been instituted as a result of the disasters. The report will also include anticipated durations for any changes as well as anticipated effects on residents and their training.
3. Patient Care
 - a. Each facility will have a protocol outlining resident responsibilities should a disaster occur. Program faculty, staff and residents are expected to attend to personal and family safety and then render humanitarian assistance where needed.
 - b. Additional resident teams may be needed to stay at the Sponsoring Institution to ensure patient care is maintained. Work hours and fatigue will be monitored in such situations.
 - c. Residents will follow facility protocols to ensure that adequate provisions are made for patients before evacuating. Emergency teams will be required to stay and care for patients.
4. In the event of an extreme emergency situation, the following should be followed
 - a. At the Local (Institutional) Level:
 - i. The Program Director(s) first point of contact for answers to questions regarding a local extreme emergent situation must be their DIO.
 - ii. THE DIO should contact the Executive Director, via telephone only if an extreme emergent situation causes serious, extended disruption to resident assignments, educational infrastructure or clinical operations that might affect the programs’ ability to

conduct resident education in substantial compliance with ACGME Institutional, Common and specialty-specific program requirements. The DIO will provide information to the Executive Director, Institutional Review Committee regarding extreme emergent situation and the status of the educational environment for its accredited programs resulting from the emergency.

- iii. Given the complexity of some events, the Executive Director, Institutional Review Committee may request that the DIO submit a written description of the disruptions at the facility and details regarding activities the Sponsoring Institution has undertaken in response. Additional updates to this information may be requested based on the duration of the event.
 - iv. The DIO will receive electronic confirmation of this communication with the Executive Director, Institutional Review Committee which will include copies to all Executive Directors of Residency Review Committees.
 - v. Upon receipt of the confirmation by the DIO, Program Director(s) may contact their respective Executive Director of Resident Review Committees, if necessary, to discuss any specialty-specific concerns regarding interruptions to resident education or effect on educational environment.
 - vi. Program Director(s) are expected to follow their Sponsoring Institution disaster policies regarding communication processes to update the DIO on the results of conversation with Executive Directors of Residency Review Committees regarding any specialty-specific issues.
 - vii. DIO is expected to notify the Executive Director, Institutional Review Committee when the institutional extreme emergent situation has been resolved.
5. Within the UMC Academic Department :
- a. The Executive Director, Institutional Review Committee will alert Executive Directors of Residency Review Committees when a program reports an extreme emergency situation. These communications will be included as interim correspondence in institutional and program files.
 - b. Program Director(s) from affected programs may communicate directly regarding specialty-specific concerns once local extreme emergent situation have been confirmed through the Executive Director, Institutional Review Committee
 - c. After communication between a Program Director and Executive Directors of Residency Review Committees, the Executive Directors of Residency Review Committees will notify Executive Director, Institutional Review Committee if there is a perception of substantive institutional accreditation issues occurring within the program during the event.
 - d. The Executive Director, Institutional Review Committee will notify all Executive Director of Residency Review Committees when institutional extreme emergency situation have been resolved.

DEFINITIONS

Disaster: Event or set of events causing significant alteration to the residency learning experiences.

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8. RESIDENT AND FELLOW RECRUITMENT ELIGIBILITY SELECTION AND APPOINTMENT

Recruitment

The Sponsoring Institution in partnership with each of its ACGME accredited programs, will engage in practices that focus on continuous, mission-driven, systematic recruitment and retention of well-qualified candidates, with the intention of recruiting a diverse and inclusive workforce of resident physicians and clinical fellows.

Appropriate resources and systems to support each program's recruitment efforts shall be budgeted and allocated by University Medical Center (UMC) and managed through the UMC Academic Affairs Department and Human Resources, working with each program, with support and guidance from the Designated Institutional Official (DIO).

Analysis of prior year recruitment results and trends should be reviewed and evaluated by the Designated Institutional Official, Graduate Medical Education Committee (GMEC), and program leadership with the objective of continuously improving the recruitment process to meet institutional and program goals.

Eligibility for Appointment

An applicant must meet one of the following qualifications to be eligible to be selected for an ACGME-accredited program:

- a) Graduate of a medical school in the United States accredited by the Liaison Committee on Medical Education (LCME) or,
- b) Graduate of a college of osteopathic medicine in the United States accredited by the American Osteopathic Association (AOA) or
- c) Graduate from a medical school outside of the United States, and meeting one of the following additional qualifications:
 - a. Holds a currently valid certificate from the Educational Commission for Foreign Medical Graduates (ECFMG) prior to appointment, or
 - b. Holds a full and unrestricted license to practice medicine in a United States licensing jurisdiction in his or her current ACGME specialty/subspecialty program.
- d) Applicants must have passed the United States Medical Licensing Examination (USMLE) Step 1 and Step 2 CK, or the Comprehensive Osteopathic Medical Licensing Examination (COMLEX) Level 1 and Level 2 CE prior to Appointment.
- e) Applicants must meet all state, federal, and local legal requirements for employment and medical licensure in state(s), in which they will be practicing, prior to Appointment.

Selection Process

- a) All ACGME accredited programs shall participate in the National Resident Matching Program (NRMP) as the primary method of selecting applicants for Appointment. The Designated Institutional Official and Graduate Medical Education Committee shall monitor each program's compliance with NRMP Match Participation Agreement.

- b) Should an applicant need to be selected outside of the NRMP, they must be reviewed and approved by the Designated Institutional Official for compliance with eligibility requirements prior to Appointment.
- c) Programs shall use the Electronic Residency Application Service ERAS (still under NRMP however) or the Thalamus to receive applications from applicants.
- d) Applicants selected for interview shall be informed, in writing or by electronic means, of the terms, conditions, and benefits of appointment to the program, either in effect at the time of the interview or that will be in effect at the time of the applicant's eventual appointment. This information shall include, at a minimum, a written copy of the Appointment Agreement (terms of employment) and the Graduate Medical Education Handbook which includes information related to stipends, benefits, professional liability coverage, and disability insurance accessible to residents/fellows, institutional policy(ies) for vacation and leaves of absence, including medical, parental, and caregiver leaves of absence; and, health insurance accessible to residents/fellows and their eligible dependents.

Appointment

Residents/Fellows who are selected for Appointment shall be provided Terms of Employment that comply with ACGME Institutional requirements.

Residents/Fellows must comply with all UMC Human Resources and Employee Health Services employment requirements.

DEFINITIONS

Applicants: An MD or DO that has completed an ERAS application

Educational Commission of Foreign Medical Graduates (ECFMG) Number: The identification number assigned by the ECFMG to each international medical graduate physician who receives a certification from ECFMG.

Electronic Resident Application Service (ERAS): The centralized online application service used to deliver application, along with supporting documents, to graduate medical education programs.

Liaison Committee on Medical Education (LCME): A governing body, which accredits medical education programs leading to the MD degree in the United States and in collaboration with the Committee on Accreditation of Canadian Medical Schools (CACMS), in Canada.

National Resident Matching Program (NRMP): A private, not-for-profit corporation established in 1952 to provide a uniform date of appointment to positions in graduate medical education in the United States. Five organizations sponsor the NRMP: American Board of Medical Specialties, American Medical Association, Association of American Medical Colleges, American Hospital Association, and Council of Medical Specialty Societies.

Residents: The term "Resident" refers to an individual who is engaged in a post-graduate training program.

Fellows: The term "Fellow" refers to a physician who has completed a residency program and is enrolled in an advanced training program.

9. RESIDENT PROMOTION APPOINTMENT RENEWAL AND DISMISSAL

Promotion

Each program director must determine the criteria for promotion and/or renewal of a resident's/fellow's appointment. Residents must demonstrate satisfactory performance in meeting these criteria applicable to their program in order to be promoted to the next PGY level of the program. Satisfactory performance must be documented through the evaluation processes of the program, and include at least semi-annual performance reviews provided to each resident from the Program Director. The program's Clinical Competency Committee plays an important role in resident performance evaluation, and is advisory to the Program Director. The Program Director has final responsibility for resident evaluation and promotion decisions.

If a resident does not demonstrate satisfactory performance in meeting the competencies, then the resident may not be promoted to the next PGY level of the program. In this circumstance, the Program Director will provide the resident/fellow with written notification that the resident/fellow will not be promoted to the next level of training, or when that resident/fellow will be dismissed, and will take one of the following actions:

1. Remediation. The Program Director will assign a remediation plan to the resident with the intent of correcting deficiencies in performance. The remediation plan must be communicated to the resident in writing and explained verbally to the resident by the Program Director or by a member of the faculty designated by the Program Director. The maximum period of time for completion of a remediation plan is three (3) months from the date of notification to the resident. Failure to demonstrate satisfactory performance through remediation may result in additional adverse actions, including probation. Residents assigned a remediation plan may remain at their current salary level until they are promoted to the next PGY level.
2. Probation. The Program Director will assign a probation plan to the resident with the intent of correcting deficiencies in performance. The probation plan must be communicated to the resident in writing and explained verbally to the resident by the Program Director or by a member of the faculty designated by the Program Director. The maximum period of time for completion of a probation plan is three (3) months from the date of notification to the resident. Failure to demonstrate satisfactory performance through probation may result in dismissal from the program. Residents assigned a probation plan may remain at their current salary level until they are promoted to the next PGY level.
3. Dismissal. If the Program Director determines that the performance deficiencies of the resident are not amenable to remediation or probation, then the Program Director will provide written notification to the resident/fellow of the decision to dismiss them from the program.

Suspension/Dismissal

- Residents may be suspended or dismissed from the program for a serious or egregious act.
- The Designated Institutional Official (DIO) or their designee, in consultation with the Chief of Human Resources, must review and approve all dismissals, and a written notice will be provided.
- Serious or egregious acts may include, but are not limited to, the following:

- Professional incompetence
- Violation of UMC's Code of Conduct
- Serious neglect of duty or violation of UMC policies & procedures or program rules, regulations, policies or procedures
- Conviction of a felony or other serious crime
- Unapproved absence from the program
- Action or inaction involving moral turpitude or that is contrary to the interests of patient care or the Sponsoring Institution
- Failure to progress satisfactorily in the program's educational and clinical program
- Inability to perform duties required per the UMC Terms of Employment.
- Failure to maintain applicable medical licensure status
- Falsification of medical records

Programs must provide a resident/fellow with a written notice of intent when that resident's/fellow's agreement will not be renewed, when that resident/fellow will not be promoted to the next level of training, or when that resident/fellow will be dismissed.

Right to Appeal

Residents/Fellows who are notified in writing by their Program Director of a decision to dismiss or not promote, suspend or not renew, have the right to appeal this decision in accordance with the Due Process Policy.

DEFINITIONS

Residents: The term "Resident" refers to an individual who is engaged in a post-graduate training program.

Fellows: The term "Fellow" refers to a physician who has completed a residency program and is enrolled in an advanced training program.

10. RESIDENT VACATION AND LEAVES OF ABSENCE

Vacation/Leaves of Absence

All Administrative Leave Days (ALD)/vacation must be approved in writing by the Program Director, in advance of being taken. All Programs and residents/fellows are required to use the Resident Management Suite to track all leave time taken by residents/fellows and time will be recorded in the UMC payroll system.

Administrative Leave Days (ALD)

- All residents/fellows will receive 15 days of administrative leave days leave which will be based on a five-day work week during the academic year.
- ALD which is unused will not be carried forward to the new training year. No lump sum payment will be made for unused leave upon termination/ or completion of training.
- ALDs must be requested in writing through the program on an approved leave request form and in UMC's time and attendance system.
- If a scheduled vacation includes a national holiday, no additional time will be given for that holiday. Holidays will be balanced by program directors in a fair and equitable manner.
- Blocks of seven days are encouraged for residents/fellows to have a period of adequate rest.

Parental, Caregiver, and Medical Paid Leave

- Each resident/fellow will be provided up to six (6) weeks of paid, approved leave of absence for qualifying reasons that are consistent with applicable laws, only once, and at any time during the resident's/fellow's program, starting on the date the resident/fellow is required to report. A resident/fellow, on approved leave of absence, shall be provided the equivalent of one hundred percent (100%) of their salary.
- Health and disability insurance benefits for residents/fellows and their eligible dependents during any approved leave of absence shall continue on the same terms and conditions as if the resident/fellow were not on leave.
- This leave falls into three distinct categories: Parental, Medical and Caregiver.
- Application and approval process: A resident/fellow wishing to apply for the leave described here shall inform the Program Director. The resident/fellow shall then follow all UMC processes for FMLA submission to the Program Director, along with utilizing the Department of Human Resources and the third party administrator.

EIB (Sick Leave)

- All residents/fellows receive six (6) days of paid EIB (sick leave) annually for one's own use.
- Sick leave must be communicated through the department in accordance with UMC's policy and procedure.
- A doctor's note may be required for all leave taken at the discretion of the program director.

- Unused sick leave may be carried forward to the next training year. A lump sum payment will be provided for unused leave upon termination or completion of training.
- Sick leave for periods of less than a full academic year will be calculated on a pro rata basis
- ALDs, if available, must be used for the first 2 consecutive days prior to EIB being paid.
- Use of sick leave may require make-up time for purposes of board eligibility which is determined by the specific policy of each board specialty and should be discussed with the program director

Educational Leave/CME Stipend

- Residents/fellows may be allowed up to five (5) paid release days for education leave each academic year. Requests for Education Leave must be done in accordance with UMC's policies and procedures.
- This leave is to be used for educational purposes such as attending conferences, presenting at scientific meetings or other educational activities approved by the program director.
- Each program must have departmental policy that articulates what constitutes an educational activity and describe when this time may be used.
- This time will not be allowed to roll over from one academic year to the next.

Bereavement Leave

- Residents/fellows may use bereavement leave in accordance with and subject to UMC's guidelines on Bereavement.

Holidays

- Residents are not entitled to receive days off for national or state holidays. If ALD is taken over a holiday, the time will be deducted from the resident's ALDs. Holidays will be balanced by program directors in a fair and equitable manner.

Leave Records

- Each residency/fellowship coordinator shall keep accurate and complete records of used leave for each resident/fellowship physician.
- Such records shall be kept as prescribed by UMC Human Resource Department, and reports shall be made available to the UMC Human Resources office at the end of each program year. UMC utilizes a third party administrator for communication and approval for certain types of leaves.
- Leave records are subject to examination by those persons in employee's chain of command, by Human Resource officials, and by internal and external auditors.

UMC will provide residents/fellows who have been granted a six-week leave of absence with a minimum of one week of paid time off reserved for use outside of the first six weeks of the first approved medical, parental, or caregiver leave(s) of absence taken.

This policy is to be available to residents/fellows at all times and posted on the Resident Management Suite and available in the resident/fellow handbook.

The Sponsoring Institution must ensure that each of its ACGME-accredited programs provides its residents/fellows with accurate information regarding the impact of an extended leave of absence upon the criteria for satisfactory completion of the program and upon a resident's/fellow's eligibility to participate in examinations by the relevant certifying board(s).

DEFINITIONS

Residents: The term "Resident" refers to an individual who is engaged in a post-graduate training program.

Fellows: The term "Fellow" refers to a physician who has completed a residency program and is enrolled in an advanced training program.