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| GME Policy #: II-B | Graduate Medical Education Policy & Procedures Pennsylvania Hospital | Page 1 of 4 Effective: 06-18-07 |
| | Subject: Appropriate Treatment of House Staff | |

POLICY

Pennsylvania Hospital of the Pennsylvania Health System (PAH) believes that optimal learning occurs in an atmosphere of mutual respect. Graduate medical education should instill in house officers the professional attitudes necessary for effective and compassionate patient care. The development and nurturing of these attitudes requires mutual respect between teachers (including faculty, house officers, nurses, and staff) and house officers at all levels, as well as among house officers themselves. It is the responsibility of the faculty and the health system to provide a proper atmosphere for education; it is the responsibility of the house officer to develop and maintain personal honor and integrity, as well as compassionate and ethical behavior. House officer must pledge their utmost effort to acquire the knowledge, skills, attitudes, and behaviors required to fulfill all educational objectives established by their training programs.

This policy is set forth to promote and assist in the maintenance of an optimal learning environment and to affirm the importance of collegiality and respect for others within the teacher/learner relationship. The policy is based on the following commitments of the teachers and the learners.

SCOPE

This policy applies to all housestaff in PAH sponsored programs.

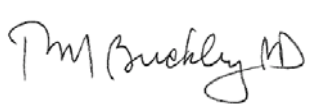
IMPLEMENTATION

The implementation of this policy is the responsibility of the Designated Institution Official (DIO), Graduate Medical Education Committee (GMEC), Departmental Chair, the Program Director, departmental faculty and the Office of GME.

PROCEDURE

Faculty Responsibilities

- demonstrate the professional virtues of fidelity, compassion, integrity, courage, temperance and altruism
- maintain high professional standards in all interactions with patients, colleagues, and staff

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- nurture the trainees' intellectual and personal development and achievement of academic excellence
- respect house staff as individuals
- support the trainees' well being
- be intolerant of abuse or exploitation of house staff
- encourage house staff who experience mistreatment or who witness unprofessional behavior to report the facts immediately to appropriate faculty or staff; treat all such reports as confidential and do not tolerate reprisals or retaliations of any kind


House Staff Responsibilities

- demonstrate the professional virtues of fidelity, compassion, integrity, courage, temperance and altruism
- embrace the highest standards of the medical profession & maintain high professional conduct in all interactions with patients, colleagues, faculty and PAH employees
- strive to acquire the knowledge, skills, attitudes, and behaviors required to fulfill all educational objectives established by the faculty
- demonstrate accountability and responsibility in the educational program and in the care of patients
- abide by PAH and GME policy

Definition of Mistreatment

Mistreatment is behavior that adversely affects the learning environment and negatively impacts the house staff/faculty relationship. In general, actions taken in good faith by faculty to correct unsatisfactory performance are not considered mistreatment. For example, pointing out during rounds or conferences, or in an operating room, that a trainee is not adequately prepared is not mistreatment, unless it is done in an inappropriate manner. Examples of mistreatment include, though are not necessarily limited to, the following:

- Physical violence or actual threats thereof;
- Insulting or unjustifiably harsh language in speaking to or about a person;
- Verbal or physical harassment or non-constructive criticism intended to intimidate, undermine confidence, belittle, humiliate or imply stupidity or incompetence;

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- Unwarranted statements intended to disparage a house officer;
- Requiring performance of personal services unrelated to the training program (e.g. shopping, babysitting);
- Threatening to, or giving, a poor evaluation for illegitimate reasons;
- A pattern of intentional neglect or lack of communication;
- Disregard for house staff safety; and
- Adverse action taken in violation of this policy's provision regarding complainants and participants below.

EXCLUSIONS FROM THIS POLICY

Specifically excluded from this policy are discrimination and harassment on the basis of sex (including sexual harassment), gender, race, national origin, ethnicity, age, disability, religion, marital or parental status, veteran status, sexual orientation or gender identity. Such conduct is covered by GME Policy #II-G Prohibited Harassment of House Staff including Sexual, Racial and Gender Discrimination.

PROCEDURE FOR REPORTING AND DEALING WITH ALLEGATIONS OF MISTREATMENT

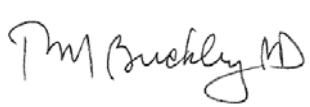
House staff must pursue violations of this policy in accordance with GME Policy # House Staff Discipline, Non-renewal and Dispute Resolution.

COMPLAINANTS AND PARTICIPANTS

No complainant or participant in the dispute resolution process relating to a complaint of mistreatment shall be subject to discipline or corrective action, or otherwise discriminated against with respect to the terms or conditions of employment, for action taken or statements made in good faith. The making of knowingly false or reckless accusations or statements violates acceptable norms of behavior and may result in corrective action and/or discipline.

EDUCATION

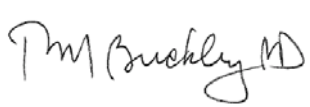
Education is essential to preventing mistreatment. A thorough and on-going effort should be made to inform all involved individuals about the appropriate treatment of house staff,

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and of this policy dealing with alleged mistreatment. To that end, the following notification mechanisms will be utilized:

- This policy will be included in the posted on the GME website.
- A discussion of mistreatment in general, as well as of the policy in particular, will take place each year at Housestaff Orientation.
- Further direct communication with other members of the health care team via procedures directed by hospital departments.

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