

GME Policy #: II-J	Graduate Medical Education Policy & Procedures Pennsylvania Hospital	Page 1 of 2 Effective: 06/18/2008
	Subject: Ombudsperson for House Staff	

POLICY

The Pennsylvania Hospital of the University of Pennsylvania Health System (PAH) is committed to providing house staff with opportunities to raise concerns and make suggestions to UPHS leadership.

PURPOSE

To describe the processes by which house staff may raise concerns or present suggestions with fear of reprisal and to outline the function of the house staff ombudsperson.

SCOPE

This policy applies to all house staff participating in PAH training programs.

IMPLEMENTATION

The Designated Institution Official (DIO), Chair of Graduate Medical Education (GMEC), GMEC, Office of Graduate Medical Education (GME), program directors and clinical department chairs. In addition, the person(s) appointed as ombudsperson should follow this policy with respect to such responsibility.


PROCEDURE

I. Open Door

The “open door” refers to house staff” opportunity to write to or meet with program directors or the DIO with respect to concerns or suggestions regarding the training program. Program directors should make themselves available upon reasonable request to meet with house staff regarding any such matter. House staff with allegations of inappropriate treatment in violation of GME Policy #II-B Appropriate Treatment of House Staff should use the dispute resolution procedures set forth in GME Policy #II-I House Staff Discipline, Non-renewal and Dispute Resolution in contacting the GMEC chair. Suggestions regarding graduate medical education generally may also be forwarded to the GMEC chair.

II. Ombudsperson(s)

There shall be an ombudsperson(s) whose appointment shall be as determined by the House Staff Committee in consultation with the GMEC chair. The ombudsperson(s) may assist house staff in the informal resolution of disputes or act as mediator with respect to such disputes or issues. The House Staff Committee shall be responsible for advising house staff of the ombudsperson(s) during any given period, and the ombudsperson(s) shall be available to house staff upon reasonable request. If appropriate to any particular issue, the ombudsperson(s) may refer the house staff to the dispute resolution procedures in GME Policy #II-B.


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With respect to any matter that includes an allegation or concern of prohibited harassment, including sexual harassment (see GME Policy #II-G Prohibited Harassment of House Staff including Sexual, Racial and Gender Discrimination), the ombudsperson(s) must report such allegation to the GMEC chair.

III. No Retaliation

No house staff 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 under this policy. The making of knowingly false or reckless accusations or statements under this policy violates acceptable norms of behavior for PAH house staff.

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