

<b>The University of Alabama Hospital</b> Graduate Medical Education Policy and Procedure	GMEC Approved Date: May 7, 2024
<b>Procedures for Submitting Concerns or Complaints</b>	Next Review Date: Spring 2025

**GENERAL**

UAB is committed to upholding ethical, professional, and legal standards in its tri-part educational, research, and patient care mission. UAB expects all members of the UAB community to adhere to the [UAB Enterprise Code of Conduct](#). UAB is also committed to promoting and maintaining equal employment and education opportunities, and prohibits discrimination and harassment based on race, color, religion, sex, sexual orientation, gender identity, gender expression, national origin, disability, veteran status, age, or genetic or family medical history. UAB’s [Equal Opportunity and Discriminatory Harassment](#) and [Title IX](#) policies further describe UAB’s commitments.

Listed below are options for reporting concerns related to the clinical and learning environment at UAB. Residents and fellows are always encouraged to first reach out to their program leadership (program director, associate/assistant program director) if they feel comfortable and/or safe doing so. If another option is preferred or necessary, please see the list below with descriptions. Please note that all methods provide the opportunity for confidential reporting, and some provide the opportunity for anonymous reporting. For anonymous reporting, some options provide a mechanism for back-and-forth communication. If reports are submitted completely anonymously, there is limited opportunity to obtain additional information for investigation as needed and no opportunity for feedback about results of the investigation.

**DEFINITIONS**

**GMEC:** Graduate Medical Education Committee. The committee with ultimate oversight of the Graduate Medical Education Program. At UAB, the GMEC is called the Dean’s Council for Graduate Medical Education (DCGME).

**PATHWAYS FOR GRIEVANCES**

*Concern regarding the Program, the clinical learning environment or faculty:* Grievances regarding the Program, the clinical learning environment or faculty should be brought to the program leadership including the Program Director, Associate/Assistant Program Directors, Administrative Chief Residents/Fellows and/or the Program Coordinator. Additional mechanisms include reporting concerns at the department level to include the Core Program Director (if a fellowship program), the Vice Chair of Education, other Vice Chairs in the clinical department and/or the Chair. Resident/fellows have the opportunity to provide written feedback through the annual program evaluation. Concerns may be brought forward to the DIO/Associate Dean for GME by contacting the DIO/Associate Dean for GME through the GME Office, email or by the methods detailed in the “Ways to Report” section of this policy.

*Concerns regarding the Program Director:*

Residents are asked to first discuss concerns with the Program Director to resolve the issue. If the resident is not satisfied with the resolution or if the resident is not comfortable discussing the concern with the Program Director, the resident should bring the concern to other program or department leadership that may include Associate/Assistant Program Directors, Administrative Chief Residents/Fellows and/or the Program Coordinator. Additional mechanisms include reporting concerns at the department level to include the Core Program Director (if a fellowship program), the Vice Chair of Education, other Vice Chairs in the clinical department and/or the Chair. Concerns may also be brought forward to the DIO/Associate Dean for GME by contacting the DIO/Associate Dean for GME through the GME Office, email or by the methods detailed in the “Ways to Report” section of this policy.

*Concern with another resident/fellow:*

Step 1: Attempt to discuss the concern with the colleague. (Resolving issues individually provides both parties an opportunity to develop their interpersonal and communication skills.)

Step 2: If attempts to resolve the concern through mutual discussion have not resolved the issue, the resident/fellow should bring the concern to the Administrative Chief Residents/Fellows or Program Director.

**MECHANISMS TO REPORT CONCERNS, UNPROFESSIONAL BEHAVIOR, AND DISCRIMINATION:  
“Ways to Report”**

**GME Hotline 205-934-5025**

A resident/fellow hotline is provided as a mechanism by which individual residents/fellows can report concerns in a confidential and protected manner. Concerns regarding supervision and accountability and unprofessional behavior of faculty and/or residents/fellows may be reported to the GME Hotline. All inquiries will be investigated in a confidential manner and reported to the DIO and monitored to ensure concerns are addressed.

**“Report It” button:**

Located on the GME webpage, <https://www.uab.edu/medicine/home/residents-fellows/current>, there is a “Report It” button. This tool may be used to confidentially report any concerns regarding supervision and accountability and unprofessional behavior of faculty and/or residents/fellows. This mechanism can also be an anonymous report. If anonymous, there is limited opportunity to obtain additional information for investigation as needed and no opportunity for feedback about results of the investigation. All concerns concerning GME are forwarded from the Senior Associate Dean for Medical Education to the DIO for investigation and monitoring.

**TrendTracker – To access the system, look for the red icon on the desktop of a UAB Medicine computer or [https://rl6-app.ad.hs.uab.edu/RL6\\_Production](https://rl6-app.ad.hs.uab.edu/RL6_Production)** TrendTracker is provided by the Office of Risk Management as a mechanism to primarily report incidents in the clinical and working environment that may affect patient care. Any incidents related to supervision and accountability and unprofessional behavior may be reported through the system. Reports are investigated by the Chief of Staff Office. Reports related to patient safety submitted here are investigated by Risk Management and the Chief Medical Office.

**UAB Ethics Line – 1-866-362-9476 or file a report on line at [UAB Hotline - Office of Compliance & Risk Assurance](#)**

UAB welcomes information about instances in which ethical standards may not have been upheld so that the institution can do the right thing by correcting deficient past practices and improving processes moving forward. This includes concerns related to unprofessional behavior. If you see or suspect unethical or illegal behavior, you may report your concerns anonymously to the UAB Hotline number above.

This is not an emergency service. Reports submitted through this service may not receive an immediate response. After the report is processed by an outside agency, Navex, information will be provided to the designated university official for appropriate action. Since Navex is an outside agency, reports submitted anonymously have the option for two-way communication to clarify issues.

**UAB Medicine Compliance Office 205-975-0585 or 205-731-9863**

The UAB Medicine Compliance Office investigates reports related to patient privacy (HIPAA violations), patient transfer issues (EMTALA), conflicts of interest, vendor relations, identity theft related to patient care, and other compliance issues.

## **DISCRIMINATION ISSUES**

### **Gender Discrimination and Sexual Harassment**

#### **What is Title IX?**

Title IX of the Education Amendments of 1972 is a comprehensive federal law that prohibits discrimination based on the gender of students and employees of educational institutions that receive federal financial assistance.

#### **UAB's Commitment to Title IX Compliance**

Notice of Nondiscrimination – In accordance with Title IX, the University of Alabama at Birmingham does not discriminate on the basis of gender in any of its programs or services. The University is committed to providing an environment free from discrimination based on gender and expects individuals who live, work, teach, and study within this community to contribute positively to the environment and to refrain from behaviors that threaten the freedom or respect that every member of our community deserves.

#### **What Types of Behavior Does Title IX Cover?**

Gender Discrimination

Sexual Harassment (including sexual assault and sexual violence)

UAB Title IX: <https://www.uab.edu/titleix>

Any person (whether the person reporting is the person alleged to be the victim of Prohibited Conduct) may make a Report, including anonymously, of Prohibited Conduct to the persons below in person (during business hours) or by mail, by telephone, or by email using the contact information below at any time, including during non-business hours:

#### **Title IX Coordinator:**

Kasey M. Robinson

Hill Student Center, Suite 405 1400 University Blvd.

(205) 996-1340

[Kaseyr@uab.edu](mailto:Kaseyr@uab.edu)

#### **Associate Title IX Coordinator:**

Perdeta Bush

Hill Student Center, Suite 405 1400 University Blvd.

(205) 996-1340

[plbush@uab.edu](mailto:plbush@uab.edu)

Anonymous Reports may be submitted online at: <https://www.uab.edu/titleix/> or UAB Ethics Hotline at 1-866-362-9476.

For additional reporting options, please see the [Title IX policy](#).

#### **Other Discrimination Complaints**

For concerns regarding discrimination related to sex, race, color, religion, national origin, disability, veteran status, age, or genetic or family medical history at UAB Medicine, please utilize the GME Hotline, Report It Button, Trend Tracker, or Ethics Hotline. In addition, you can reach out to your department Human Resources representative or UAB Human Resources Employee Relations:

<https://www.uab.edu/humanresources/home/relations/contact>

or the UAB Office of Diversity, Equity and Inclusion (DEI) here:  
[Discrimination Complaint Form](#)

**Reporting Mechanisms at our main affiliates (BVAMC and COA)  
Birmingham Veterans Administration Medical Center**

Contact:

Marian Tadem  
Birmingham VA Medical Center  
Equal Employment Opportunity Program Manager  
Email: [VHABIREEO@va.gov](mailto:VHABIREEO@va.gov)  
Office: (205) 933-8101 x336970  
Mobile: (659) 346-4650

**Children's of Alabama**

## Pathway for Pediatric Residents to Report Discrimination or Unjust Behavior

*Revised May 24—LN,MN*

Residents who encounter or witness discrimination or unjust behavior are encouraged to promptly contact one of the following:

- A Pediatric Residency Program Director: Drs. Nichols, Tofil, Dye, Nassetta, Sasser, or Rutledge. You can reach out via phone, text, email, or in person, as we are available to you 24/7.
- Residency Program Diversity and Inclusion Directors: Dr. Rutledge ([clrutledge@uabmc.edu](mailto:clrutledge@uabmc.edu)) and Dr. Watson ([jameswatson@uabmc.edu](mailto:jameswatson@uabmc.edu))
- IDEAA Council Faculty Sponsors: Dr. Ladinsky, Dr. Hallman
- Housestaff office: Call at 205-638-9589.
- Pediatric Chief Resident on call

### Additional Reporting Mechanisms:

<b>Children's of Alabama</b>	
Employee Relations	Director of Employee Relations 205-638-6657 <a href="mailto:Michelle.Galipeau@childrensal.org">Michelle.Galipeau@childrensal.org</a>
Anonymous Reporting	Corporate Compliance Hotline 1-800-624-9775 <a href="http://www.integrity-helpline.com/childrensal.jsp">http://www.integrity-helpline.com/childrensal.jsp</a> Corp Compliance Officer: Robert Royston <a href="mailto:robert.royston@childrensal.org">robert.royston@childrensal.org</a>
Urgent Overnight Matters	Page the Children's of Alabama Administrator on Call, available 24/7
<b>Department of Pediatrics</b>	
Department of Pediatrics	Communicate with your supervisor if that is a safe/comfortable option. Second, you can notify the Division Director of DOP staff or faculty member. The PDs can do this for you. If escalation is needed, the Chair should be notified. If a Department Chair is involved, the Dean should be notified.
<b>UAB</b>	
Issues of equity, and discrimination	UAB Vice President VP for DEI <a href="https://www.uab.edu/dei/institutional-equity/non-discrimination-and-harassment-prevention#:~:text=File%20a%20Report,by%20law%20or%20UAB%20policy">https://www.uab.edu/dei/institutional-equity/non-discrimination-and-harassment-prevention#:~:text=File%20a%20Report,by%20law%20or%20UAB%20policy</a>
Issues of ethics	<a href="https://www.uab.edu/compliance/uab-hotline#:~:text=If%20you%20see%20or%20suspect,online%20opens%20a%20new%20website">https://www.uab.edu/compliance/uab-hotline#:~:text=If%20you%20see%20or%20suspect,online%20opens%20a%20new%20website</a>

**Residents may bring forward grievances or complaints through the appropriate avenue without fear of retaliation or prejudice. Retaliation against any individual who reports wrongful conduct in good faith or who participates in the investigation of wrongful conduct is prohibited and will not be tolerated.**

# GME Pathways

Where do I go to provide feedback, address concerns, or resolve problems with...

Concerns about the Program	Concerns of a Faculty Member	Concerns about a Resident	Concerns about the PD/APD/Coordinator	Clinical Learning Environment
<p><b>Rotation Evaluation</b> Start with placing your thoughts/concerns on rotation/service evaluation.</p> <p><b>Leadership</b> Administrative Chief(s) Program Director Associate/Assistant PD Vice Chair Education Chair DIO/Assoc. Dean for GME</p> <p><b>Other Options</b> Annual Program Eval See "Ways to Report"</p>	<p><b>Program Director</b> Discuss your concern with the program director.</p> <p><b>Leadership</b> Administrative Chief(s) Program Director Associate/Assistant PD Vice Chair Education Chair DIO/Assoc. Dean for GME</p> <p><b>Other Options</b> Faculty Evaluation: All Faculty evaluations are confidential. See "Ways to Report"</p>	<p><b>Peer discussion</b> You should try to have a professional discussion with your colleague to give feedback and listen to his/her concerns</p> <p><b>Chief Residents/Fellows</b> Start with discussing your concern with the Administrative Chief Residents/Fellows</p> <p><b>Leadership</b> Program Director Associate/Assistant PD Program Coordinator Vice Chair Education</p> <p><b>Other Options</b> Mentor Supervising Faculty Peer Evaluations</p>	<p><b>Department Leadership</b> Vice Chair Education Chair</p> <p><b>GME Office/DIO</b> Discuss the concern with a member of the GME Office/DIO</p> <p><b>Other Options</b> Annual Program Eval See "Ways to Report"</p>	<p><b>Leadership</b> Administrative Chief(s) Program Director Associate/Assistant PD Vice Chair Education Chair</p> <p><b>House Staff Council (Resident/Fellow Forum)</b> If this impacts multiple programs, this is an ideal item to go the resident/fellow forum.</p> <p><b>GME Office/DIO</b> Discuss the concern with a member of the GME Office/DIO</p> <p><b>Patient Safety Reporting System</b> Patient safety issues should be reported in TrendTracker</p> <p><b>Other Options</b> Rotation Evaluation Annual Program Eval See "Ways to Report"</p>

**GME trainees/faculty can provide feedback, address concerns, and resolve problems with no fear of retaliation or intimidation.**