Purpose:
To ensure that residents have opportunity to raise concerns and provide feedback in a confidential manner.

Policy
Each UAMS College of Medicine (COM) Accreditation Council for Graduate Medical Education (ACGME) accredited program must have a written policy that outlines a procedure and the various methods by which residents can raise concerns and provide feedback in a confidential manner as appropriate, without fear of intimidation or retaliation. This policy must identify how these procedures will be communicated to all residents at a minimum annually.

Resident Council
In order to provide a platform for residents across the COM ACGME accredited program to communicate and exchange information with other residents, the COM will support a Resident Council. The Resident Council will be composed of peer-elected residents and will meet regularly throughout an academic year. Any resident within a COM ACGME accredited program has the opportunity to directly raise a concern directly to this body. Resident Council will conduct their meetings, at least in part, without the DIO, faculty members or other administrators present.

The Resident Council chair/co-chairs will serve as member(s) of the COM Graduate Medical Education Committee (GMEC) and will provide regular updates to that committee as well as have the opportunity to present concerns that arise from discussion at Resident Council meetings to the DIO and the GMEC.

Office of GME
The UAMS COM GME has an open door policy. A resident may request a meeting with the Associate Dean for GME to discuss concerns or provide feedback in a confidential manner.
Illumine

Illumine is the confidential reporting system that supports implementation of the UAMS COM Professionalism Guideline. Residents may use Illumine to report unprofessional behavior on the part of a UAMS credentialed provider or other resident for investigation.

Resources

The UAMS COM GME has developed a brochure, Raising Concerns, which outlines ways in which a resident may raise concerns or provide feedback.

Related GMEC Policies

1.410 Grievances
1.420 Disciplinary Actions
1.500 Appropriate Treatment of Residents