

23 WAYS TO RAISE CONCERNS:

TALK TO:

1. Colleague or Peer
2. Chief Resident
3. Mentor
4. Program Director
5. Associate Program Director
6. Teaching faculty, your program
7. Program Director, another program
8. Academic Officer 810.262.9319
9. Resident Physician Well Being Committee
Faculty Advisor: TManuel1@hurleymc.com
10. Chair of Department
11. House Staff Association President
12. Chief Medical Officer 810.262.9036
13. Chief of Staff 810.262.9239
14. Executive Vice President and General Counsel
810.262.9045
15. Chief, Human Resources 810.262.6724
16. Labor Relations 810.262.6580
17. Corporate Compliance Officer 810.262.2781
18. Corporate Compliance Hotline 800.808.3198
19. Corporate Compliance Web Hotline
www.ComplyCall.com
20. Chief Quality Officer 810.262.6281
21. Privacy Officer 810.262.9890
PrivacyOfficer@hurleymc.com
22. RDE Incident Reporting Hurley Intranet
"RDE – Incident Reporting"
23. Patient Relations Office 810.262.9951

FOR MORE INFORMATION, SEE:

- Hurley Medical Center SP 0011
Non-Retaliation Policy
- Hurley Medical Center SP 2805 Employee
Assistance Program
- Graduate Medical Education SP D16 Resident
Physician Intimidation & Retaliation



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HOW TO RAISE PROBLEMS OR CONCERNS

Graduate Medical Education

FOR RESIDENTS & FELLOWS



810.262.9319 | <http://education.hurleymc.com>

HOW TO RAISE PROBLEMS OR CONCERNS



Hurley Medical Center strives to promote a positive educational environment for our residency training programs. As part of this environment, resident physicians can express problems, opinions and concerns without fear of intimidation or retaliation.

WHAT FACTORS CAN IMPACT THE EDUCATIONAL ENVIRONMENT?

Many factors contribute to a positive educational environment—and many factors can get in the way. The teacher-trainee dynamic itself can be a barrier, as constructive feedback itself can produce anxiety; yet it is a necessary part of education.

The style of feedback also can be disconcerting, as people from various backgrounds may have vastly different expectations—and individuals may have a personal preference for feedback that differs from others.

Underlying all of this are race, culture, religion, national and ethnic origins, gender, sexual orientation and differences in opinion, personalities, and family background.

WHAT'S OK AND WHAT IS NOT?

NORMAL: Evaluations with constructive feedback and direction to improve are normal and productive. Residents should expect and, indeed, request such feedback, though it may not feel comfortable to receive it.

NOT OK: Verbal sarcasm, ridicule, physical contact, threats of violence, influence using fear, and abusive language. Further, behaviors that affect patient safety and patient care are not acceptable, even if they do not affect a resident personally.

Consider talking to someone about questionable behaviors.

INTERPRETING, DISCUSSING, & REPORTING COMMENTS OR ACTIONS

If a questionable comment or action occurs, you have many options. (See chart.) You may want to seek help to interpret and define the action. A colleague or mentor may be helpful in this situation.

Or perhaps you'd like to discuss the issue in greater depth. A mentor, program director or other faculty member may be helpful, but you can turn to anyone in the chart at left for help.

Finally, if you'd like to file a formal complaint or discuss the issue in greater depth, see chart. You should talk to your program director or the director of a program not associated with your own residency—or talk to the academic officer.

See chart for options. >>

QUESTIONS?

Contact the Graduate Medical Education office on 10W, One Hurley Plaza, Flint, MI 48503. Call 810.262.9319 or email JButera1@HurleyMC.com.

