

LOYOLA MEDICINE
RESIDENT HANDBOOK
III. POLICIES AND PROCEDURES

III. O. RESOLUTION OF RESIDENT ISSUES

O.1 Loyola will provide various means by which the individual can address issues and concerns in a confidential and protected manner.

1. Personal Safety and Work Environment concerns

Any resident concerned for their personal safety or whose work environment is compromised due to behavioral or environmental factors should report their concerns immediately as outlined in the policy Harassment/Abuse in the Workplace (III.M.).

2. Residency/Fellowship Departmental concerns

Program Directors will share the program's processes for resolution of resident issues, which include chief residents, program coordinators, associate program directors and program directors.

3. Hospital Personnel concerns

Concerns or issues dealing with general administrative difficulties should be brought to the attention of the appropriate administrative personnel to rectify the situation.

4. Other concerns

- a) The Loyola Housestaff Governance Committee is a means to express concerns. Issues may be reported to the Housestaff Governance representative for their program. The representative may bring the issue to the Committee or discuss with hospital administration to resolve the concern.

- B The Office of Graduate Medical Education is available to assist residents with concerns regarding residency training, departmental or hospital administration issues. The function of these offices is to assure fairness and uniformity of standards among departments. Both The DIO and VP of GME have an open-door policy as it relates to resident concerns.

The GME Website (www.loyolamedicine.org/gme) includes a link to contact GME or report a concern anonymously and confidentially as well as direct contact information for all GME employees.

- c) The Grievance Procedure provides a forum for the fair resolution of disputes regarding the resident's professional performance, conduct and eligibility to continue in the Graduate Medical Education Program. See Housestaff Handbook policy III.C: Grievance Procedure.

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