

Creighton University School of Medicine-Phoenix Policies

POLICY:	Grievances and Complaints
GOVERNING BODY:	Graduate Medical Education Committee – Creighton University School of Medicine-Phoenix
GMEC APPROVAL DATE:	September 11, 2023; August 7, 2023; February 6, 2023
REVISED DATE:	September 11, 2023
ACGME ACCREDITATION STANDARD REFERENCE:	Institutional Requirement: IV.E. Grievances

PURPOSE

The purpose of the policy is to describe and establish a confidential mechanism to resolve grievances or problems fairly and promptly without fear of reprisal. Grievances regarding disciplinary action related to performance is addressed in the Appeals and Due Process Policy.

SCOPE

The policy applies to all Creighton University School of Medicine - Phoenix (CUSOM-PHX) House Staff Physicians (HSPs) and their respective training programs, that are Accreditation Council for Graduate Medical Education (ACGME) accredited or meet the criteria in the Non-ACGME Accredited Program Policy.

This policy and procedure is intended to address complaints or concerns related to training issues, conditions of employment, educational policies and support. It may not be invoked for matters which relate to HSP performance (academic progression, job performance, or professional issues). Any matters already covered by separate Creighton University policy and process shall be referred to those processes, including but not limited to matters subject to the jurisdiction of the Office of Title IX & Civil Rights Compliance (example: harassment and discrimination) and matters subject to the jurisdiction of the Office of Research Compliance (example: research misconduct).

PROCEDURE

- 1) HSP will discuss grievance or problem with faculty advisor or program director. If HSP is not satisfied with the outcome of this verbal discussion, the HSP shall submit their concern(s) in writing to the program director's attention within 10 calendar days of the incident.
 - a) The written concerns should include a detailed description of the grievance and the specific remedy requested by the HSP to resolve the grievance or problem.
 - b) The program director will consult Designated Institutional Official (DIO), Graduate Medical Education (GME) Office and/or Human Resources as needed.
 - c) The program director shall respond to the HSP grievance in writing, with a copy to the DIO, within 7 calendar days of receipt of the written concern.
- 2) If the HSP is not satisfied with the program director's response, the HSP shall send their concern(s) in writing to the DIO within 7 calendar days of receipt of the program director's written response.
 - a) The written concerns should give a detailed description of the grievance and the specific remedy requested by the HSP to resolve the grievance or problem.
 - b) Upon receipt of the written grievance, the DIO shall acknowledge to the HSP in writing within 7 calendar days. The DIO shall notify the appropriate clinical affiliate leadership of the grievance upon receipt as needed.

- c) The DIO shall meet with the program director and the HSP to resolve the grievance. If a consensus can be reached, the resolution shall be documented in writing with a signed acknowledgement by all parties.
- d) If a consensus cannot be reached by the DIO, the program director, and the HSP, then the matter shall be referred to the DIO/Associate Dean for GME-Omaha whose written recommendation shall be binding.

CONFIDENTIAL GRIEVANCE REPORTING

If HSP wishes to file an anonymous grievance, they may do so by submitting the report via EthicsPoint, Creighton's confidential reporting system. See

<https://my.creighton.edu/generalcounsel/compliance/reporting/>

AMENDMENTS OR TERMINATION OF THIS POLICY

This policy supersedes all program level policies regarding this area/topic. In the event of any discrepancies between program policies and this GME policy, this GME institutional policy shall govern.

Creighton University reserves the right to modify, amend, or terminate this policy at any time.