Resolution of Resident Issues

Principles
S&W’s approach

- Residents are valued members of the S&W family.
- S&W encourages residents’ input through participation in meetings, best practice quality and safety teams and evaluation surveys.
- Residents with issues/concerns have an ombudsman and chain-of-command available to them.
## Resolution Continuum

<table>
<thead>
<tr>
<th>OMBUDSMAN</th>
<th>CHIEF</th>
<th>OMBUDSMAN</th>
<th>PD OR APD</th>
<th>OMBUDSMAN</th>
<th>DEPARTMENT</th>
<th>OMBUDSMAN</th>
<th>DIO</th>
<th>OMBUDSMAN</th>
<th>CAO</th>
<th>MEDIATION</th>
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This table represents the Resolution Continuum, showcasing various roles and departments that may be involved in addressing complaints or disputes. Each position is color-coded to denote a specific level or phase within the continuum.
Role of Ombudsman

1) **Listener.** Often times it is helpful for a resident to merely use the ombudsman as a listener to help clarify the issues, disentangle complicated situations, and prioritize concerns.

2) **Information resource.** The ombudsman is available as an information resource, providing access to applicable guidelines and policies, or facilitating communication within the program or GME Administration.

3) **Provider of options.** The ombudsman may suggest a range of feasible options and help residents evaluate the pros and cons.
Role of Ombudsman

- **4) Communicator.** The ombudsman is available to discuss potential situations and to suggest constructive approaches to handle difficult situation. Informal intervener. With permission of the resident, the ombudsman can act as an intermediary to clarify issues and initiate problem-solving, including facilitating a mediation session.

- **5) Trend reporter.** The ombudsman may periodically report to a Program Director or GME Administration on problem areas and trends within GME so that such issues can be addressed through policies and procedures.

- Ombudsman may be approached at any time in the process
Chain-of-Command

- All residents are encouraged to address issues to their Chain-of-Command
  - Chief Resident
  - Program Director or Associate Program Director
  - Department Chairperson
  - DIO
  - Chief Academic Officer
- Chain-of-Command maintains an open door policy
Knowing and Voluntary Agreement to Use a Mediation Committee

- If addressing the issue with the resident’s Chain-of-Command does not result in resolution of the issue, the resident and/or Program Director may request to convene a mediation committee.
Fundamentally Fair Process

- Residents are entitled to a fundamentally fair process for resolution of issues
Access to information

- After an issue arises, residents should have access to all information necessary for effective participation in resolution of the situation.
Neutrality and Independence

1. The resident is entitled to neutral, independent and impartial parties on the committee – the GME Ombudsman and a resident from an unrelated program

2. The committee administrator should be neutral and independent of the resident and the program – a separate unrelated Program Director or Department Chairperson
Neutrality and Independence

- 3. All parties are required to conform to ethical standards of conduct
- 4. Proceedings of mediation are privileged and confidential
- 5. DIO and Chief Academic Officer are members of mediation committees
Reasonable Time Limits

- Mediation should occur within a reasonable time, and without undue delay.
- Acute emergencies: 24 hours
- Emergencies: 72 hours
- Non-emergencies: 60 days
S&W seeks to treat all residents with respect, dignity and courtesy.

S&W seeks to create a stimulating, productive and safe learning environment in which fairness, pride in the residency program, and professional development flourish for the benefit of all residents.