


<b>Name of Policy:</b>	<b>GME: GME Work Environment and Well Being</b>	 <b>Revision/review date: 05/20/2024</b> <b>Original effective date: 08/06/19</b>	
<b>Policy Number:</b>	<b>3364-86-055-00</b>		
<b>Approving Officer:</b>	<b>Dean, College of Medicine and Life Sciences</b>		
<b>Responsible Agent:</b>	<b>Director, Graduate Medical Education</b>		
<b>Scope:</b>	<b>UT College of Medicine Residents and Fellows</b>		
	New policy proposal		Minor/technical revision of existing policy
	Major revision of existing policy	X	Reaffirmation of existing policy

**Purpose**

To establish standards for the residents, fellows, and faculty educational and work environment.

**Policy**

- A. The University of Toledo, with oversight of all major participating sites will provide:
- i. A learning and working environment that supports a culture of respect and accountability for physician well-being that enhances a physicians’ ability to deliver the safest, best possible care to patients;
  - ii. Support for efforts to enhance the meaning that each resident, fellow or faculty finds in the experience of being a physician, including protecting time with patients, minimizing non physician obligations, providing administrative support, promoting progressive autonomy and flexibility, and enhancing professional relationships;
  - iii. Attention to scheduling, work intensity, and work compression that impacts resident and faculty wellbeing; and
  - iv. Evaluation of workplace safety data and addressing the safety of residents and faculty members.
  - v. Programs must provide the opportunity for residents and fellows to attend medical, mental health and dental care appointments, including those scheduled during working hours.
- B. The University of Toledo, with oversight of its major participating sites, provides an environment in which residents and fellows may raise and resolve issues without fear of intimidation or retaliation. The University of Toledo will support:

- i. A framework for Residents and Fellows to communicate and exchange information on their educational and work environment, their programs, and other resident issues, and
  - ii. A process by which a Residents and Fellows can address concerns and do so confidentially to avoid retaliation. In the event a Resident or Fellow prefers to anonymously and/or confidentially share a concern, he or she may do so via GME Feedback Site (Anonymous Reporting System) link to the GME office available on the GME website home page (UToledo.edu/med/gme).
- C. The University of Toledo, with oversight of its major participating sites, will provide residents, fellows and faculty with services and health care delivery systems that minimize work that is extraneous to their educational goals and objectives. This will be accomplished by providing:
  - i. Patient support services, such as intravenous services, phlebotomy services and laboratory services, as well as messenger and transporter services appropriate to and consistent with educational objectives and patient care;
  - ii. Effective laboratory and radiological information systems for appropriate conduct of the educational programs and quality and timely patient care; and
  - iii. Medical records systems that document the course of each patient's illness and care, available at all times and adequate to support the education of residents and fellows, quality assurance activities, and scholarly activities undertaken by residents, fellows and faculty.
- D. The University of Toledo, with oversight of its major participating sites, offers a healthy and safe work environment for all residents, fellows and faculty by providing:
  - i. Appropriate food services 24 hours a day while on duty in the hospital;
  - ii. Adequate and appropriate on-call rooms that are safe, quiet and private; and
  - iii. Appropriate security and personal safety measures in all locations, including but not limited to parking facilities, on-call quarters, hospital and institutional grounds, and related clinical facilities.
  - iv. Clean and private facilities for lactation that have refrigeration capabilities.
  - v. Safe transportation for residents, fellows and faculty too fatigued to return safely home.
- E. The University of Toledo, with oversight of its major participating sites, will ensure each program provides education to residents, fellows and faculty on burnout, depression and substance abuse. This education will include identifying these conditions and information on how to seek appropriate care. In addition, the University of Toledo will:
  - i. Provide access to self screening tools on the GME website.
  - ii. Provide access to confidential, affordable mental health assessment, counselling and treatment 24 hours a day, 7 days a week through its Employee Assistance Program.

- iii. Ensure each program has procedures in place to ensure coverage of patient care when Residents and Fellows are unable to attend work.

<p><b>Approved by:</b></p> <p><u>/s/ Shaza Aouthmany, M.D.</u> Chair, Graduate Medical Education Committee</p> <p><u>/s/ Christopher Cooper</u> Dean, College of Medicine &amp; Life Sciences</p> <p><b>Review/Revision Completed by:</b> <i>Graduate Medical Education Committee</i></p>	<p><b>Policies Superseded by This Policy:</b></p> <ul style="list-style-type: none"><li>• None</li></ul> <p><b>Initial effective date:</b> 08/06/19, Reviewed 5/2024</p> <p><b>Next Review date:</b> 5/2027</p>
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