



NOTHING CONTAINED IN THIS POLICY OR IN ANY OTHER POLICY CREATES A CONTRACT RIGHT. CONSISTENT WITH SOUTH CAROLINA LAW, ALL TEAM MEMBERS ARE EMPLOYED "AT WILL," WHICH MEANS THAT THE TEAM MEMBER HAS THE RIGHT TO TERMINATE HIS OR HER EMPLOYMENT AT ANY TIME, WITH OR WITHOUT NOTICE OR CAUSE, AND THAT PRISMA HEALTH AND/OR ITS AFFILIATED ENTITIES RETAIN THE SAME RIGHT.

Resident/Fellow Mistreatment and Clinical Learning Environment

Approved Date: 5/23/2022	Effective Date: 5/23/2022	Review Date: 5/1/2024
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Prisma Health-Midlands		Prisma Health-Upstate	
X	Prisma Health Baptist Hospital	X	Prisma Health Greenville Memorial Hospital
X	Prisma Health Baptist Parkridge Hospital	X	Prisma Health Greer Memorial Hospital
X	Prisma Health Richland Hospital	X	Prisma Health Hillcrest Hospital
X	Prisma Health Tuomey Hospital	X	Prisma Health Laurens County Hospital
X	Prisma Health Children’s Hospital-Midlands	X	Prisma Health Oconee Memorial Hospital
X	Prisma Health Heart Hospital	X	Prisma Health North Greenville Hospital
X	PH USC Medical Group	X	Prisma Health Patewood Hospital
X	Provider-based Facilities Associated with Prisma Health-Midlands Hospitals	X	Prisma Health Surgery Center - Spartanburg
		X	Prisma Health Marshall I. Pickens Hospital
		X	Prisma Health Children's Hospital-Upstate
		X	Prisma Health Roger C. Peace Hospital
		X	Prisma Health Baptist Easley Hospital
		X	University Medical Group UMG/PIH
		X	Provider-based Facilities Associated with Prisma Health-Upstate Hospitals

Scope:

Prisma Health Graduate Medical Education residents, fellows, faculty, as well as other post-graduate trainees, students, and staff.

Policy Statement:

Prisma Health Graduate Medical Educational Programs and their affiliated UofSC Schools of Medicine support and encourage the collegiality and professionalism essential to an effective learning environment. The primary objective of this mistreatment policy is to ensure that residents who believe that they have been punitively assessed, harassed, or mistreated because of their race, ethnicity, religion, creed, sex, gender identity, national origin, age, disability, sexual orientation, or veteran status have their concerns addressed in a fair and just manner. This policy also seeks to create and promote a learning environment in which all learners feel respected, welcome, valued and safe. In order to help create and maintain a positive learning environment for all, individuals who have experienced or witnessed behaviors detrimental to the clinical learning environment are encouraged to report those experiences using the resources outlined in this policy.

Associated Policies and Procedures:

[Discrimination and Harassment](#)

Student Mistreatment (USCSOM G)

Guidelines for Student Teacher Interactions (USCSOM C)

Definition(s):

Mistreatment can be defined in eight general domains:

- Belittlement or humiliation, repeated microaggressions.
- Requirements to perform personal services.
- Being denied opportunities for training based on race, ethnicity, religion, creed, sex, gender identity, national origin, age, disability, sexual orientation, pregnancy, childbirth or related medical condition or veteran status.
- Witnessing or being subjected to offensive remarks/names based on race, ethnicity, religion, creed, sex, gender identity, national origin, age, disability, sexual orientation, pregnancy, childbirth or related medical condition or veteran status.
- Receiving inferior evaluation, teaching or consideration based on race, ethnicity, religion, creed, sex, gender identity, national origin, age, disability, sexual orientation, pregnancy, childbirth or related medical condition or veteran status.
- Being subjected to unwanted sexual advances or inuendo.
- Being asked for sexual favors.
- Threats of physical harm or actual physical punishment.

Responsible Positions:

Graduate Medical Education Committee (GMEC)

GME Office

Program Administrator

Program Director

Department Chair/Vice Chairs

Department Staff

Program Faculty

Resident/Fellow

Procedural Steps:

Residents/fellows who feel they have been mistreated by students, faculty, residents, or staff or who have experienced or witnessed behaviors detrimental to the clinical learning environment are encouraged to report the incident. There are several mechanisms by which actual or perceived mistreatment may be reported.

Prisma Health Corporate Compliance Hotline: Administered by private third party. Click [this link](#) to access the form. Use Prisma Health for the ORGANIZATION NAME field to log in.

For Residents and Fellows in the Upstate Region (Greenville, Oconee, and Greer Campuses):

- [Corporate Compliance Confidential Report Form](#) – Individuals who have experienced or witnessed mistreatment or behaviors detrimental to the learning environment may use the corporate compliance online report form. Examples may include insensitive remarks. Although forms may be submitted anonymously, the reporter is encouraged to self-identify in order to facilitate appropriate follow-up. This form is received and reviewed by the Prisma Health Corporate Compliance team and forwarded to the Regional GME Executive and DIO/Associate Dean for Graduation Medical Education who will determine next steps.

If the submitter has identified themselves, they will receive notice of the outcome of the evaluation of their report. If the form was filed anonymously, no notification of the outcome is possible.

- Ombudsperson – If you have experienced or witnessed mistreatment or behaviors detrimental to the learning environment and would like to discuss your concerns confidentially, please contact the Prisma Health GME Ombudsperson. Contact the ombudsperson for the Greenville, Greer and Seneca campuses by phone (864-455-3754) to leave a secure and confidential message for a follow-up appointment; email is not recommended.

The ombudsperson is empowered to receive and investigate reports of mistreatment in a confidential manner and to mediate if requested between the parties involved. In the event mediation is not successful, the ombudsperson will make further recommendations, with the resident's or fellow's consent through the next appropriate channels depending on the situation at hand.

For Residents and Fellows in the Midlands Region (Columbia, Tuomey, Sumter Campuses):

- [Corporate Compliance Confidential Report Form](#) – Individuals who have experienced or witnessed mistreatment or behaviors detrimental to the learning environment may use the corporate compliance online

report form. Examples may include insensitive remarks. Although forms may be submitted anonymously, the reporter is encouraged to self-identify in order to facilitate appropriate follow-up. This form is received and reviewed by corporate compliance and forwarded to the Regional GME Executive and DIO/Associate Dean for Graduation Medical Education who will determine next steps.

If the submitter has identified themselves, they will receive notice of the outcome of the evaluation of their report. If the form was filed anonymously, no notification of the outcome is possible.

Additional Resources For all Prisma Health Residents and Fellows:

- [Health System Compliance Hotline](#) – For concerns regarding the behaviors of Prisma Health employees, such as nursing, ancillary staff, or other providers, residents and fellows may choose to confidentially or anonymously report concerns using the health system compliance hotline. A caller may remain anonymous but should self-identify as a Prisma Health Resident or Fellow to ensure that the reported incident is forwarded to Office of Graduate Medical Education. The Compliance Hotline is operated by an independent outside firm to further protect anonymity. To reach the Compliance Hotline, call 1-888- 243-3611 (English) or 1-800-297-8592 (Spanish). Callers should keep the case number and PIN number provided by the operator.
- Formal report to the Prisma Health Office of Graduate Medical Education – For concerns within your training program such as mistreatment or detrimental behaviors by program staff, faculty, other residents or fellows, or program leadership that the trainee feels cannot be addressed confidentially at the program level, you may contact the Prisma Health Office of Graduate Medical Education. Concerns can be addressed by a member of the Office’s administration, including the Director of GME Operations and Administration, or the Regional DIO/Prisma Health GME Executive. Phone: 864-455-7883. Email: graduatemedicaleducation@prismahealth.org.
- Event Report – In cases where clinical safety was potentially compromised, residents may choose to submit a safety event report through the Prisma Health Connect homepage. Visit <http://connect.prismahealth.org> and log in with hospital credentials. Select “Safety Event Reporting” and complete [the online form](#). Reporting may be done anonymously, or reporters may self-identify in order to be contacted with follow-up regarding resolution.

Non-retaliation – It is a violation of Prisma Health policy for any person to retaliate, intimidate or take reprisals against a person who files a complaint, testifies, assists or participates in any manner in the investigation/resolution of a complaint of unlawful discrimination or harassment. Appropriate sanctions/disciplinary actions shall be taken against any person who is found to have violated this policy.

Sanctions – In accordance with Prisma Health policies, disciplinary actions may be administered to the student, resident, staff or faculty member responsible for mistreatment.

References:

[ACGME Institutional Requirements:](#)

III.B.6.d)

[ACGME Common Program Requirement:](#)

VI.B.6

Appendices:

None