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## College of Medicine

### **HOUSE STAFF MANUAL**

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## **Introduction**

The University of Arizona College of Medicine– Tucson (UA COM-T) is the sponsoring institution for the graduate medical education (GME) programs in Tucson.

Throughout this manual, the term “Trainee” collectively refers to interns, residents, fellows and non-standard Trainees participating in an accredited or non-standard internship, residency, or fellowship program. The term “Trainee” does not include medical students, junior faculty, research fellows, or other participants in non-accredited Training Programs. The term “Training Program” refers to the applicable internship, residency, fellowship or non-standard training (NST) program.

All Trainees who participate in GME Training Programs at the UA COM-T are employed by Banner – University Medical Group (“B—UMG”). Per the B—UMG Graduate Medical Education Resident/Fellow Employment Agreement, if a Trainee’s program participation ends for any reason, the Trainee’s B-UMG employment contract will also terminate.

This manual sets forth the duties, responsibilities, rights, and privileges for Trainees.

The Accreditation Council for Graduate Medical Education (ACGME) specialty Training Program requirements set forth basic expectations for supervising faculty. Individual Training Programs further specify expectations for faculty supervision, behavior, and communication. Faculty or Trainees with specific questions about these expectations are referred to the ACGME or the Training Program’s director.

This manual is offered for informational purposes and is not intended to create an express or implied contract. This manual may be modified at any time at the discretion of UA COM-T.

### **Certificate of Completion**

All Trainees who successfully complete the requirements of a UA COM-T Training Program will receive a certificate of completion from the UA COM-T. All Trainees successfully completing their first year of training in an ACGME-accredited Training Program may receive a certificate of completion for such training from the UA COM-T, if requested by the Program Director.

The full Certificate of Completion Policy can be found on the GMEC policy webpage at <https://medicine.arizona.edu/gmec-policies>

### **Clinical and Educational Work Hours**

All Training Programs sponsored by UA COM-T shall comply with the Clinical and Educational work hours requirements established by the ACGME.

There may be modifications to the requirements if approved by the ACGME specialty review committee. A Training Program's Clinical and Educational Work Hours Policy supersedes the GMEC Clinical and Educational Work Hours Policy.

The full Clinical and Educational Work Hours Policy can be found on the GMEC policy webpage at <https://medicine.arizona.edu/gmec-policies>

### **Due Process Guidelines – Addressing Conduct and Performance Concerns**

While participating in the Training Program, Trainees are employed by Banner--University Medical Group (B-UMG) and are afforded the opportunity to practice medicine under specified conditions for a designated period of time. During this time period, Trainees are afforded procedural rights that are outlined in the due process guidelines.

The due process guidelines include information on disciplinary action, impairment, drug and alcohol testing, administrative leaves, and suspension and revocation of medical licenses. They can be found on the GMEC policy webpage at <https://medicine.arizona.edu/gmec-policies>.

### **Evaluation of Trainee**

All Training Programs assess Trainee performance throughout the Training Program and, together with the Trainee, utilize the results to improve Trainee performance.

These assessments include the specialty-specific Milestones, and must use multiple evaluators (e.g., faculty members, peers, patients, self, and other professional staff members) who provide evaluations to the Clinical Competency Committee.

A final evaluation must be completed for all Trainees upon completion of the program, or for any Trainee who leaves the program early for any reason.

The full Final Evaluation Policy can be found on the GMEC policy webpage at <https://medicine.arizona.edu/gmec-policies>

### **Fingerprint Clearance Cards**

Trainees must obtain and maintain a valid Arizona Department of Public Safety (AZ DPS) Fingerprint Clearance Card, in accordance with A.R.S. §15-1881, and provide a copy of the card prior to the start of their Training Program.

Any Trainee who is unable to obtain a required AZ DPS Fingerprint Clearance Card as of the start date of the Training Program will be placed on administrative leave, removed from all clinical rotations, and assigned to non-clinical duties pending AZ DPS Fingerprint Clearance. If the Trainee is not issued an AZ DPS Fingerprint Clearance Card within three months of the start date of the Training Program, the Trainee will be deemed ineligible for the Training Program and the Training Program may rescind the Trainee's offer to participate in the Training Program with no opportunity to request a review or appeal of the rescinded offer.

Any Trainee who is unable to maintain a required AZ DPS Fingerprint Clearance Card for the duration of their training will be placed on administrative leave, removed from all clinical rotations, and assigned to non-clinical duties pending AZ DPS Fingerprint Clearance. Depending on the circumstances of the withdrawal of AZ DPS Fingerprint Clearance, the Trainee may ultimately be dismissed from the Training Program. Trainees are required to inform their Program Director immediately upon notification of Fingerprint Clearance withdrawal or suspension.

Trainees apply for Fingerprint Clearance Cards through the AZ Department of Public Safety (applications available at [www.azdps.gov/services/public/fingerprint](http://www.azdps.gov/services/public/fingerprint)).

Trainees are responsible for the cost of the Arizona DPS Fingerprint Clearance Cards and will not be reimbursed for the expenses related to applying for or maintaining AZ DPS Fingerprint Clearance Cards.

### **Grievance Process**

Trainees are encouraged to address any problems they encounter while participating in a Training Program. Trainees should attempt to address problems informally through professional interactions. If the concern cannot be addressed through direct communication with program leaders, Trainees may file a formal written grievance as per the GMEC policy. The grievance process is available to current Trainees and cannot be used for any issue that has a specific process for response or redress (e.g. Conduct and Performance Concerns, Banner Human Resources process, or central University processes).

The UA COM-T and B—UMG are committed to preventing any retribution against individuals who raise legitimate concerns about the terms and conditions of their participation in a UA COM-T Training Program or of their employment with B—UMG.

The full Grievance Policy can be found on the GMEC policy webpage at <https://medicine.arizona.edu/gmec-policies>

### **House Staff Counselors**

Trainees are provided with free, confidential counseling services through the GME Mental Health Program.

Appointments can be scheduled with House Staff Counselors and additional information can be found at <https://mentalhealthservices.medicine.arizona.edu/services/residents-fellows>

### **Interactions Between Vendors, Trainees and Programs**

UA COM-T and Banner Health policies require that interactions with industry be conducted in a manner that avoids or minimizes conflicts of interest. When conflicts of interest do arise, they must be addressed appropriately.

The Policy and Guidelines for Interactions between The University of Arizona College of Medicine and Commercial Interests (“Industry”) incorporates the following types of interactions with industry and can be found at [https://medicine.arizona.edu/sites/default/files/com\\_coi\\_policy\\_12\\_3\\_2015\\_final\\_1\\_0.pdf](https://medicine.arizona.edu/sites/default/files/com_coi_policy_12_3_2015_final_1_0.pdf)

- Gifts and compensation
- Site access by sales and marketing representatives
- Provision of scholarships and other educational funds to students and Trainees
- Support for educational and other professional activities
- Disclosure of relationships with industry
- Oversight of Conflict of Interest Policy
- University of Arizona Conflict of Interest and Commitment Policy
- Training of students, Trainees, and staff regarding potential conflict of interest in industry interactions

### **International Medical Graduates and Visas**

An international medical graduate (IMG) is defined as any Trainee who received their medical degree from a medical school located outside the U.S. The location of the medical school, not the citizenship of the physician, determines whether the graduate is an IMG.

Certification by the ECFMG is required for all IMGs to participate in any UA COM-T Training Program. A copy of the Trainee’s valid ECFMG certificate must be provided prior to starting a Training Program. If the Trainee cannot obtain a valid ECFMG certificate prior to the start of the program, the Trainee will be ineligible to begin the Training Program.

UA COM-T sponsors J-1 visas.

H1B visa sponsorship may be available through Clinical Departments and B--UMG.

## **International Travel for Rotations and Conferences**

All international travel related to an education program or Banner Health (e.g., international rotations and conferences) is subject to approval by Banner Health Risk Management, Banner Health Legal and the Academic Management Council (AMC).

## **Trainee Job Description**

All Trainees are employed by B-UMG.

The full B-UMG Resident/Fellow Job Description can be found at <https://acrobat.adobe.com/link/review?uri=urn:aaid:scds:US:f9e07752-7563-30fa-b6a8-d4cbdf2e2237>

## **Licensing**

All Trainees must maintain an Arizona Post Graduate Training Permit or Arizona Independent License for the duration of their Training Program.

The GME Office pays the AZ Post Graduate Training Permit fee for Trainees each academic year.

Trainees are responsible for all costs related to AZ Independent Licenses.

Any gaps in renewal or licensing coverage of AZ Independent Licenses may result in extension of training or disciplinary action.

## **Malpractice (Professional Liability Coverage)**

B-UMG provides professional liability coverage for all Trainees. Such coverage extends to professional acts occurring in the course of the Trainee's responsibilities in the Training Program.

Professional liability insurance provides coverage on a claims made policy form and includes unlimited extended claims reporting coverage (tail coverage). This insurance does not cover the Trainee for any activities performed outside the scope of Training Program responsibilities. (e.g. "External Moonlighting").

A Trainee must:

- Contact Banner Health's Risk Management Department as well as the Program Director whenever the Trainee becomes aware of an event that may lead to a claim. The general phone number for Risk Management is (602) 747-4750.
- Contact Banner Health Legal Department (Candace McClue) at (602) 747-4507 or [candace.mcclue@bannerhealth.com](mailto:candace.mcclue@bannerhealth.com) if a Trainee receives a subpoena or a request for an interview for a matter in which the Trainee nor Banner is *not* a named defendant.
- Contact Banner Health's Risk Management Department and the Program Director immediately if the Trainee receives a claim or lawsuit, or a subpoena for a matter in which the Trainee or Banner *is* a named defendant.
  - BUMC-T: Jacqueline Comerci (520) 874-7239 or [jacqueline.comerci@bannerhealth.com](mailto:jacqueline.comerci@bannerhealth.com)

### **Meal Cards**

All Trainees will receive a meal card with \$1,000.00 pre-loaded at the beginning of each academic year. Any unused funds from the previous academic year will be forfeited. There is a \$10 fee if a meal card is lost or destroyed.

### **Moonlighting**

The UA COM-T GMEC and individual Training Programs set forth policies to outline the policies and procedures for moonlighting. Trainees planning on or engaged in moonlighting must inform their Training Program to ensure compliance with Program policies.

If available, moonlighting is voluntary.

The full UACOM-T Moonlighting Policy can be found on the GMEC policy webpage at <https://medicine.arizona.edu/gmec-policies>

### **Non-Competition**

Neither B—UMG, UA COM-T, nor its Training Programs may require Trainees to sign a non-competition agreement.

### **Non-Disciplinary Educational Support**

As a normal and expected part of the educational process, Trainees frequently require additional educational support to be successful in their Training Program. This support may come in many forms.

At any time, a Program Director may take non-disciplinary actions to support Trainees in meeting expectations for ACGME Core Competencies.

All draft formal non-disciplinary action letters, to include a learning plan, must be reviewed by the GME Office prior to presenting to the Trainee.

This manual does not outline the processes in place to address violations of Banner Health or University of Arizona policies (e.g. delinquent medical records, HIPAA violations, substance abuse, discriminatory/harassing behaviors). However, a formal non-disciplinary educational support letter may result from findings or determinations provided to a Training Program following an external process, review, or investigation.

A Trainee has no right to appeal a non-disciplinary action.

Non-disciplinary action is not required prior to disciplinary action. Non-disciplinary actions will be reviewed and considered by the Program Director and the Clinical Competency Committee when making a determination on recommended disciplinary action.



## **Nondiscrimination and Anti-harassment**

The University of Arizona and Banner Health are committed to creating and maintaining a working and learning environment that is inclusive and free from discriminatory conduct. This includes all forms of sex discrimination, including sexual harassment, sexual assault, and relationship violence, as prohibited by Title IX of the Education Amendments of 1972. More information is available at [www.equity.arizona.edu](http://www.equity.arizona.edu).

As participants in University-sponsored programs and employees of B—UMG, Trainees are entitled to the protections and processes outlined in the University's Nondiscrimination and Anti-harassment Policy (<https://policy.arizona.edu/human-resources/nondiscrimination-and-anti-harassment-policy>) and Banner Health's Equal Employment Opportunity Statement (<https://www.bannerhealth.com/careers/eeo>).

If a Trainee experiences or witnesses potentially discriminatory conduct, the Trainee is encouraged to report the conduct to their Program Director, DIO, or Graduate Medical Education Office. The Trainee may also contact either or both of the following to discuss resources and receive information about the complaint process:

Banner Employee Relations at 520-694-4002

The University's Office of Institutional Equity at 520-621-9449 or [equity@arizona.edu](mailto:equity@arizona.edu)

## **On-Call Rooms**

Trainees will have access to accessible on-call rooms that are safe, quiet, clean, and private. Trainees should contact their Training Program leadership for specific room assignments.

## **Paycheck**

Trainees are employees of B—UMG. The first paycheck for the Trainee will be issued on the first payday following the start date. Paychecks will be distributed every two weeks thereafter.

Direct or automatic deposit of paychecks is available through Banner Health. After signing up for the program, it takes one to two pay periods for the direct deposit to begin. The Trainee can receive a receipt of deposit to verify that the money was transferred to their account through Banner Health MyHR Workday.

## **Promotion and Renewal of Trainee Appointment**

Trainees are advanced to positions of higher responsibility upon evidence of their satisfactory progressive scholarship and professional growth. Progress is determined by the Program Director and the Clinical Competency Committee based on achievement of the specialty-specific milestones and, when applicable, the specialty-specific case logs. Non-promotion or retention at a specific PGY level due to deficiencies in specialty-specific milestones and, when applicable, the specialty-specific case logs is addressed in the Due Process Guidelines.

The full Promotion and Renewal of Trainee Appointment Policy and Due Process Guidelines can be found on the GMEC policy webpage at <https://medicine.arizona.edu/gmec-policies>

### **Records Retention**

Program leadership is responsible for following the institutional guidelines for the retention, maintenance, and destruction of records for Trainees. These guidelines can be found in the Records Retention Policy.

The full Records Retention Policy can be found on the GMEC policy webpage at <https://medicine.arizona.edu/gmec-policies>

### **Recruitment, Selection, Eligibility, and Appointment**

Program leadership is responsible for ensuring that applicants are eligible to participate in UACOM-T Training Programs. Training Program leadership must ensure that applicants:

- Meet all ACGME institutional and specialty-specific eligibility requirements.
- Meet the eligibility requirements for employment with B-UMG, including the position requirements listed in the Trainee job description, with or without reasonable accommodation.
- Meet the eligibility requirements at all affiliated clinical rotation sites where the Trainee would be required to perform clinical duties.

The full Recruitment, Selection, Eligibility and Appointment Policy can be found on the GMEC policy webpage at <https://medicine.arizona.edu/gmec-policies>

### **Security ID Badges**

Facility-issued identification badges must always be worn on the upper part of the body while on a Banner campus.

The face of the ID badge must remain visible for identification and safety reasons and must not be defaced with stickers, ribbons, or pins so that the Trainee's face or identifying information is covered.

Trainees must immediately report a lost or stolen badge to their leader and/or Security.

For safety reasons, the use of lanyards is discouraged.

### **Subpoenas**

Please refer to the Malpractice section of this manual for information on subpoenas.

### **Substantial Disruptions in Patient Care or Education**

In the event of a disaster or other substantial disruption in patient care or education, B—UMG will ensure the continuation of salary, benefits, professional liability coverage, and will resume Trainee assignments as soon as possible.

When patient needs create a crisis in patient care delivery configuration, the DIO may declare Emergency Status as outlined by the ACGME.

During the Emergency Status period, the Sponsoring Institution will comply with all ACGME Institutional Requirements. Programs will continue to ensure compliance with work-hour requirements, adequate resources and training, adequate supervision, and fellows functioning in their core (primary) specialty.

The full Substantial Disruptions in Patient Care of Education & Closure or Reduction in Size of a Program Policy can be found on the GMEC policy page at <https://medicine.arizona.edu/gmec-policies>

### **Supervision**

The attending physician has an ethical and legal responsibility for the overall care of their patients and the supervision of the Trainees involved in the care of their patients. Program directors in each Training Program will develop and maintain a program-specific Supervision Policy consistent with the UA COM-T institutional policy.

The full Supervision Policy can be found on the GMEC policy webpage at <https://medicine.arizona.edu/gmec-policies>

### **Title 38 USC 3679 (e)**

In accordance with Title 38 US Code 3679 subsection (e), the UA COM-T will permit any covered individual (Chapter 31 or 33) to attend or participate in a course of education during the period beginning on the date on which the individual provides a Certificate of Eligibility and ending earlier on one of the following dates:

- The date on which payment from Veterans Affairs (VA) is made to the institution;
- 90 days after the date the institution certified tuition and fees following receipt of the Certificate of Eligibility

No penalty will be imposed on the covered individual due to their inability to meet financial obligations due to the delayed disbursement of VA funding.

### **Trainee Transfers**

Training Programs accepting Trainees transferring from an ACGME-accredited Training Program at another Sponsoring Institution to a UACOM-T Training Program must obtain verification of previous educational experiences and a summative competency-based performance evaluation prior to accepting a transferring Trainee, and Milestones evaluations upon matriculation.

### **Vacation and Leaves of Absence**

As the employer of all Trainees, Banner Health in partnership with their leave benefit carrier, manages all Trainee absences from an employment perspective. Information regarding available leave types – including medical, parental, and caregiver leaves of absence and vacation and sick time – can be found on the [Graduate Medical Education Vacation and Leaves of Absence Summary and Frequently Asked Questions document](#), as well as the [Banner Health Benefits Highlights document](#)

The Trainee must discuss leaves of absence (planned or unplanned) with their Program Director. The discussion should include any effects the leave will have on the Trainee's training, including any impact on their expected training completion date and ability to take the relevant certifying board exam.

Trainees do not participate in Banner Health's Paid Time Off (PTO) plan.

Trainees are provided four one-week periods of vacation leave each academic year, to be used at a mutually agreed upon time by the Trainee and Program Director.

Trainees may be expected to work holidays and are expected to work with their Training Programs to establish which holidays they may be expected to work at each participating site.

The full Vacation and Leave of Absence Policy can be found on the GMEC policy webpage at <https://medicine.arizona.edu/gmec-policies>

### **Workplace Accommodations**

#### **Religious Accommodations**

Trainees seeking religious accommodations must discuss the request with their Program Director. The Trainee and Program Director will contact a Banner Health Employee Relations Sr. Consultant. The Employee Relations Sr. Consultant will discuss options for supporting the requested religious accommodations and provide documentation if needed.

#### **Disability Accommodations**

Trainees with qualifying disabilities who require accommodation within their Training Program should contact the University's Disability Resource Center (DRC) at 520-621-3268 or [drc-info@arizona.edu](mailto:drc-info@arizona.edu). More information is available at <https://drc.arizona.edu/>. Accommodations to the physical workplace will be coordinated through the DRC along with Banner Human Resources. Trainees are responsible for initiating the accommodation process.

Request for testing accommodations for internally administered (in-training) exams are coordinated through the DRC. Requests for testing accommodations for externally administered exams (e.g. USMLE, COMLEX, Board Exams) must be coordinated directly with the testing agency. The DRC cannot grant or facilitate accommodations for external exams. Trainees are responsible for the cost of obtaining and submitting any documentation required by the external agency.