



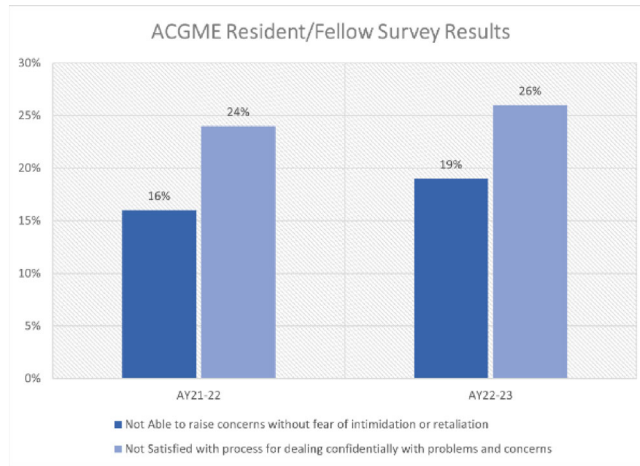
QUARTERLY FEEDBACK REPORT

In this issue:

- .New PHX GME Feedback Form background
- .Addressing Feedback Data Review
- .Addressing Mistreatment Definitions Tiered Intervention

March - June 2023

The Office of Graduate Medical Education (GME) at the University of Arizona College of Medicine – Phoenix is your partner in fostering a respectful and inclusive clinical learning environment. We take your feedback very seriously.



“You said, we did”: In the Spring of 2022, in review of the ACGME survey results and other data, we recognized the need to improve your trust in raising concerns. We started on a year-long process to listen, create and implement a new form, structure and flow. The new [website](#), [feedback form](#) and [dashboard](#) were implemented in March 2023. The Spring ACGME survey again highlighted the need for this new process. This newsletter describes data to date and answers frequently asked questions.

Addressing Feedback

PHX GME Feedback Dashboard

Submission Number	Status
2024	Report received
202412342	Report received
202412341	Report received
04271992	Report received
072392	Gathering additional information
4887	Faculty tiered intervention
1169	PD developing action plan Faculty tiered intervention DIO developing action plan
11690	PD developing action plan Faculty tiered intervention DIO developing action plan
0513	Gathering additional information
1107	Gathering additional information
000	Gathering additional information

DATA REVIEW

Since the [PHX GME Feedback Form](#) was posted and began collecting feedback in March 2023, we have had **15 unique feedback submissions**.

The [dashboard](#) allows reporters to see the current status of their specific submission. This also serves as a chance for any member of the community to actively visualize that feedback is reacted to timely.

Other ways that PHX GME shares creates transparency is by having clear descriptions of what my happen after the [submission](#).

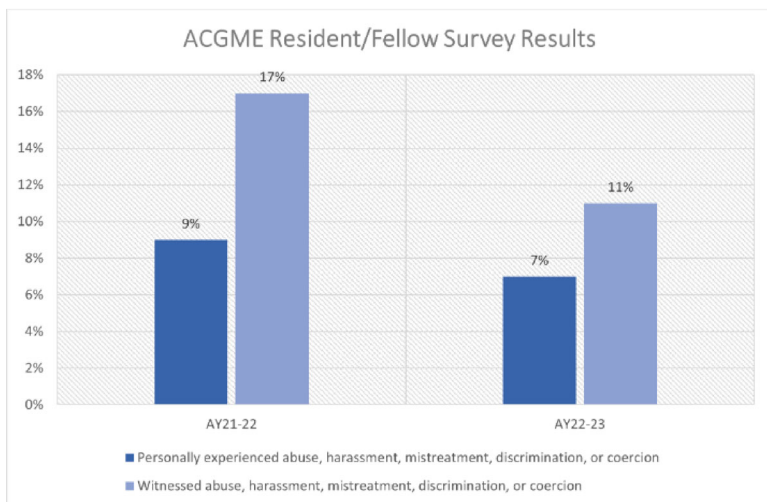
What happens after a submission?

FAQ: Every situation is different, and we take every feedback form entry seriously. **Positive learning experience reports and exemplary teaching reports** are handled with the standard faculty feedback flow. **Mistreatment and negative learning experience reports** are addressed urgently unless the reporter selects an alternate time frame.

The number of Submissions has decreased.

FAQ: Does this mean that rates of negative experiences/ concerns are decreasing? We don't think so. Feedback and Concerns has been something the institution has always had. **We believe the decrease is due to greater awareness of the [PHX GME Feedback form](#)** and trust in our process.

Addressing Mistreatment



Another component of creating a respectful learning environment is responding to abuse, harassment, mistreatment, discrimination, or coercion in a consistent and effective way.

We can't address it if we don't know that it is happening. Reporting mistreatment outside of the program ensures consistent responses.

These are all of the ways to report mistreatment:

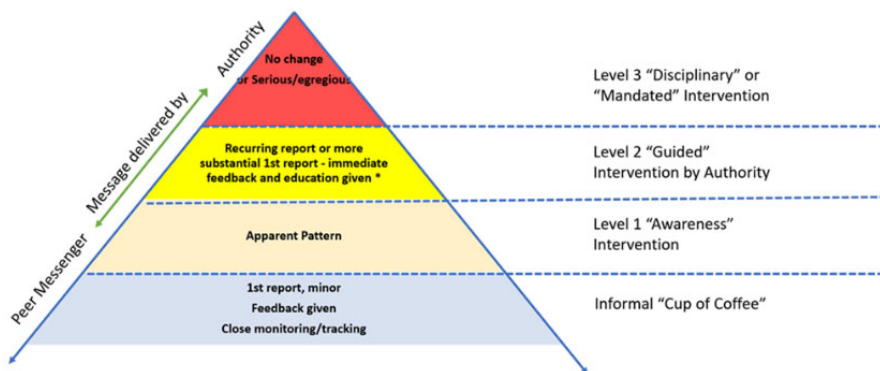
1. [GME Feedback form](#).
2. [Banner Health Compliance Hotline](#): 888-747-7989.
3. Banner Human Resources:
Amber.campos@bannerhealth.com or
Laura.Vitali@bannerhealth.com. Phone: 520-694-4002.
4. [University of Arizona Office of Institutional Equity](#) (includes Title IX): Phone 520-621-9449.
equity@arizona.edu .

What is Mistreatment?

FAQ: Per the AAMC, mistreatment arises when behavior shows disrespect for the dignity of others and unreasonably interferes with the learning process. It can take the form of **physical punishment, sexual harassment, psychological cruelty and discrimination based on race, religion, ethnicity, sex, age or sexual orientation.**

For more information, please review the [Reporting Mistreatment or Harassment of Medical Students Policy](#).

Will my report result in disciplinary action?



FAQ: Depending on the nature of the feedback, coaching or other performance management actions are possible and may happen. If such actions do occur, the specific actions will be handled privately. **The following are the tiered levels of intervention.**

We want to recognize what is going well, as well as identify areas for improvement. The [PHX GME feedback form](#) can be used for reporting exemplary teaching and positive experiences and reporting concerns like negative learning experiences (i.e. sleep rooms, duty hours, teaching etc.) and mistreatment. **The more you provide feedback, the better we can make your experience and the experiences of your peers.** Making us aware allows us to advocate on your behalf and make changes.