



GME Feedback Academic Year Wrap Up

July 2023 - June 2024

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.

This is the Academic Year wrap-up newsletter of 2023-2024 to update you on the status of the reports that have been received and provide reminders.

Data about received submissions

"You said, we did"

Of the 23 reports received this academic year, action has been taken on all of them with 56% already having the action plan implemented. Some examples include:

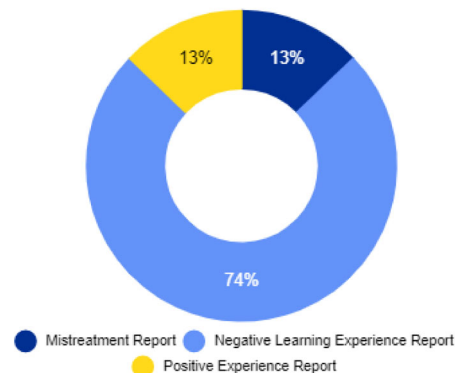
- Compensation:** Feedback on compensation lead to a total compensation review, salary increase and presentations on benefits. .
- Faculty Concerns:** Direct conversations with individual faculty regarding the impact of their words/actions on the learning environment.
- Unclear standards:** Revised program policies and created a policy website [Graduate Medical Education - Policies | The University of Arizona College of Medicine – Phoenix](#)
- Educational/clinical hours:** We've reminded programs about the duty hours FAQ, updated it, and posted in spot that is easier to find. [Graduate Medical Education - Current Residents and Fellows | The University of Arizona College of Medicine – Phoenix](#)
- Call room clean up:** EVS has been informed of the need to ensure the call rooms are re-visited if the slider is marked in use. The usage form was updated and the call room cleanliness has improved significantly. Additional plans are underway to enhance call room accessibility and cleanliness.
- Safety in the workplace:** In addition to active shooter training being part of on-boarding last year, emergency pages / texts were tested and reported on. GME representation on the workplace violence workgroup was included and B-UMCP has weapon scanning machines being installed within the next few months.

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. To make it easier to view the status of active submissions, there is also now an "completed status dashboard" of the submission with a closed status.

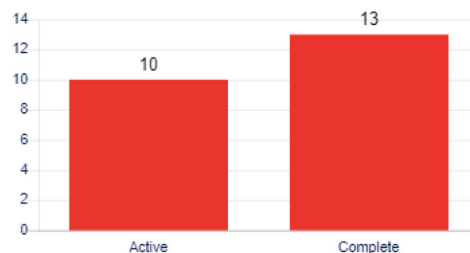
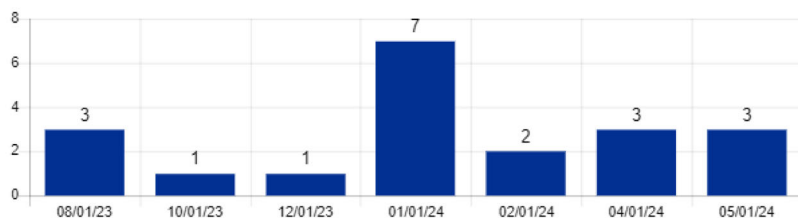
PHX GME Feedback Dashboard

Submission Number	Status
0513	Gathering additional information
1107	Gathering additional information
06041957	Gathering additional information
000	Gathering additional information
06131952	PD developing action plan
7477	Trending over time
4089668326	PD developing action plan
5202408425	PD developing action plan
3825348	DIO developing action plan
2365	DIO developing action plan
319354	Faculty tiered intervention

What type of feedback is being received?



How many reports are being submitted each month?



Addressing Feedback

What happens after a submission?

The form 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.

FAQ: The GME ombuds will review your report to determine the appropriate next steps based on the type of report and details in the form. Reports of alleged mistreatment and negative learning experiences reported through the feedback form will be reviewed and handled in a timely manner. The person submitting a report can also designate whether he or she wants to have the concern addressed immediately or to delay the review until the next cycle of routine feedback..

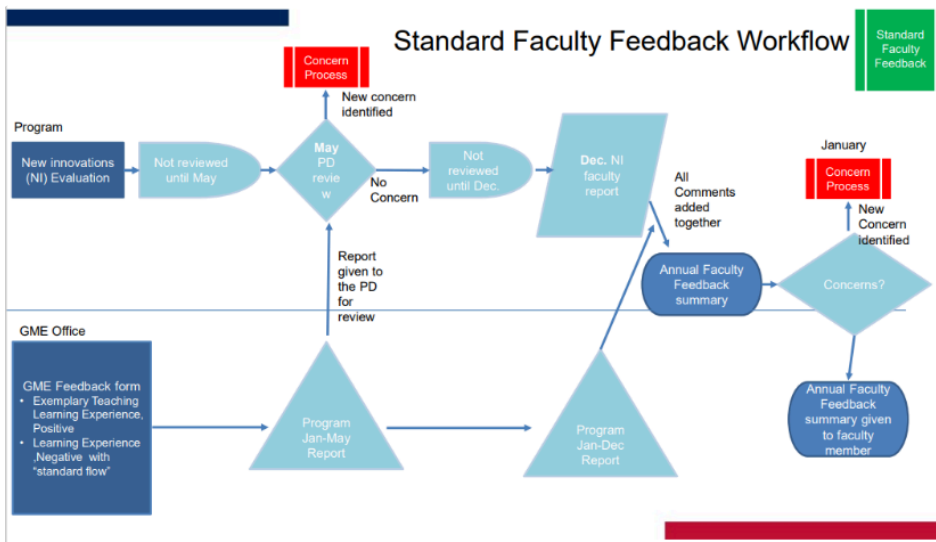
Collegial Training Environment Subcommittee

FAQ: The Collegial Learning Environment Subcommittee will review reports of unprofessional behavior submitted through the online reporting system, assess if the behavior meets the AAMC definition of mistreatment, and determine if the behavior is consistent with expectations articulated in the relevant University of Arizona College of Medicine-Phoenix policies. After review, the subcommittee will refer the reports to the supervisor of the individual or to the Associate Dean, GME for integration with other data sources for determining the appropriate intervention according to the Vanderbilt intervention model.

College of Medicine - Phoenix			
GME Collegial Learning Environment Subcommittee			
June 2023 – May 2024			
• Reports received		10	
• Programs represented		3	
Nature of reports	#	Referred to:	Status
Unprofessional interactions by faculty	5	DIO/PD	Faculty tiered intervention
	2	DIO/Supvsr	Intervention recommended*
Denied training opportunity	1	DIO/PD	Faculty tiered intervention
Informal sharing of evaluation information	1	DIO/PD	PD → action plan
Lack of clarity re: resident responsibilities	1	DIO/PD	PD → action plan

*Intervention to address repeated behaviors

How do we provide feedback to faculty



GME Annual Faculty Feedback Process

Faculty feedback is collected and shared with purpose. Program director reviews non-urgent evaluations twice year. In May they will review to assess trends and inform program improvement plans. December they will review to provide faculty feedback spanning two academic years. Feedback is given to faculty each January combined from multiple sources. It includes two academic years for maximal anonymity and is shared in time for annual review goal setting meetings.

Feedback deemed urgent is given immediate attention.

We want to recognize what is going well, as well as identify areas for improvement. This form can be used for reporting exemplary teaching and positive experiences to help reinforce the continuation of what is working! Some highlights of reports we have received are:

Exemplary Teaching?

Tell us about your positive experience!!

We are looking forward to providing this feedback to faculty in January!

[Leave positive feedback HERE](#)

Positive Experiences

The new academic half day has been so great! I feel like our didactics have been so upgraded and I feel like I'm so glad we went to this model of teaching.

Dr. Krajnc is so lovely and so supportive as both a clinician and a mentor. She just goes the extra mile for residents and really seeks to meet them where they are. She's always willing to listen to resident concerns and I deeply appreciate how much she validates my own strengths as a clinician and areas where I could improve. She also is so honest about her own areas that she feels like she could improve in and I find that so refreshing and inspiring as I am thinking about my own advancement to attending hood. She also has been a great guide in my career exploration process. Thank you Dr. Krajnc.

RE: Gabriel Ruiz, MD - A heart failure patient had interesting physical exam findings. Gabe always makes a point to close the loop of communication, whether that's over the phone or in person. Gabe invited the team bedside to demonstrate this physical exam finding. All members of the team learned something new and Gabe taught it in a way that was succinct and accessible for all of our learners. It was a true reflection of what academic medicine can be with interdisciplinary rounding at the bedside!

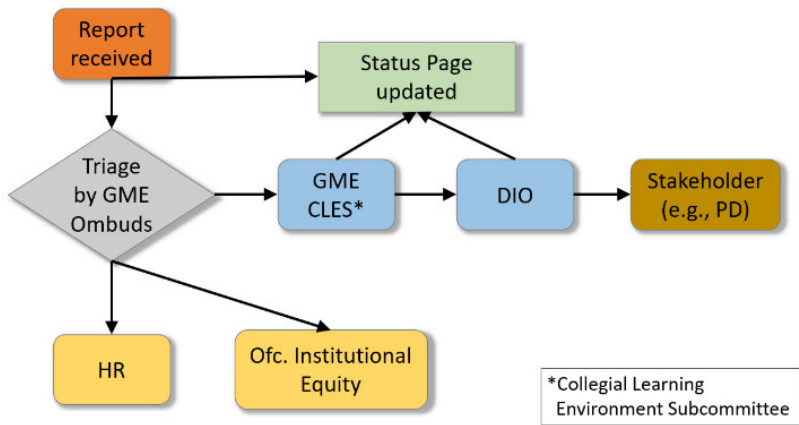
Letting us know about your positive experiences and exemplary teachers helps us create best practices and helps us celebrate those who contribute in a positive way to our learning environment.

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.

Negative Learning Experiences & Mistreatment



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 to provide feedback about?

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.

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](#).



