

## Clinical Learning and Working Environment

**Effective:** July 1, 2016  
**Reviewed by GMEC:** June 14, 2016  
**Initial Approval by GMEC:** August 4, 1993

### Statement

The clinical learning and working environment is safe for patients, meets the physical needs of residents/fellows, is free from harassment, and is conducive to resident/fellow education. It also provides an environment in which residents/fellows have the opportunity to communicate and exchange information, raise concerns and provide feedback to without intimidation or retaliation, and in a confidential manner as appropriate.

### Associated Policy(ies)

Duty Hours  
HIM for Inpatients  
HIM for Teaching Clinics  
Professionalism  
Supervision of Medical Students  
Supervision of PH Resident Physicians  
Transitions of Care

### Responsible Positions (Title)

Residents & Fellows  
GMEC members  
PH Quality Officers  
DIO  
GME Office

### Equipment Needed

*None*

### Procedure Steps, Guidelines, Rules, or Reference

Palmetto Health is responsible for oversight and documentation of resident/fellow and faculty engagement in

Patient Safety such that

- Residents have access to systems for reporting errors, adverse events, unsafe conditions, and near misses in a protected manner that is free from reprisal (*See specific resources below*)
- Residents have opportunities to contribute to root cause analysis or other similar risk-reduction processes

Quality Improvement such that

- Residents have access to data to improve systems of care, reduce health care disparities, and improve patient outcomes
- Residents have opportunities to participate in quality improvement initiatives.

Transitions of Care such that

- It facilitates professional development for core faculty and residents/fellows regarding effective transitions of care
- It ensures participating sites engage residents/fellows in standardized transitions of care consistent with the setting and type of patient care

Supervision issues such that

- Residents/fellow supervision is consistent with institution and program-specific policies
- Residents/fellows can report inadequate supervision in a protected manner that is free from reprisal

Duty Hours, Fatigue Management, and Mitigation issues such that

- Resident/fellow duty hours are consistent with ACGME Common Program Requirements and specialty/subspecialty-specific Program Requirements across all programs, addressing areas of non-compliance in a timely manner
- Systems of care and environments that facilitate fatigue management and mitigation for residents/fellows
- It oversees an educational program for residents/fellows and core faculty members in fatigue management and mitigation

Professionalism issues such that

- Systems educate and monitor residents/fellows and core faculty members' fulfillment of educational and professional responsibilities, including scholarly pursuits
- Residents/fellows accurately complete required documentation
- Systems educate and monitor residents/fellows mistreatment

In addition to these specific focus areas, PH also ensures a safe clinical learning and working environment by ensuring that residents/fellows, have access to:

1. Physical facilities to meet each residency program's goals.
2. Support services and health care delivery systems to minimize residents'/fellows' work that is extraneous to their ACGME---accredited programs' educational goals and objectives, and to ensure that residents'/fellows' educational experiences are not compromised by excessive reliance on residents/fellows to fulfill non---physician service obligations. These support services and systems include: Patient support services, Lab services and medical records.
3. Counseling and other support services to meet each resident's/fellow's unique needs. Arrangements are coordinated through the Department of Graduate Medical Education.
4. Reporting mechanisms for residents/fellows to communicate and exchange information, raise concerns, and provide feedback to Palmetto Health and its residency programs include both confidential methods (e.g., contacting the Palmetto Health Hotline at 1-888-398-2633 or <http://palmettohealth.silentwhistle.com>) for sensitive issues and non---confidential methods (e.g., meeting with the program director or the DIO, reporting at GME or institutional committees, presenting at the Residents' Council) for less sensitive issues.
5. Access to food 24 hours a day while on duty in all institutions.



6. Appropriate and secure sleep/rest facilities and transportation options in all participating sites in order to mitigate fatigue.
7. Security services and personal safety measures at all participating sites, including: parking facilities, hospital, and institutional grounds.
8. An environment rich in cross cultural sensitivity, diversity, inclusion, and respect for all individuals, being mindful of race, gender, socio-economic status, and origin from rural/underserved areas .
9. An environment committed to excellence in education and life-long learning.

### **References**

ACGME Institutional Requirements

#### Signature on File

Katherine G. Stephens, PhD, MBA, FACHE  
System Vice President, Medical Education and DIO

#### Signature on File

James I. Raymond, MD  
Chief Medical and Academic Officer