**Process: Mechanisms to Raise Concerns**

**\_\_\_\_\_\_\_ Program, University of New Mexico**

***[Describe the process for residents/fellows to deal with and/or report problems and concerns to the Program Director, faculty, GME Office, Sponsoring Institution, etc. This must describe the mechanism by which individual residents can address concerns in a confidential and protected manner as well as steps taken to minimize fear of intimidation or retaliation.)***

***You must have a program-specific portion of this policy here first!***

***You are welcome to include additional resources; however, the resources below must, at a minimum, be included:]***

Residents and fellows may seek guidance and support from outside their programs by contacting the Associate Dean of Graduate Medical Education/DIO (Dr. Joanna Fair), the Director of the UNM SOM Office of Professional Well-being (Dr. Elizabeth Lawrence), or the GME Wellness Director (Dr. Eileen Barrett).

The Associate Dean of GME (Dr. Joanna Fair, jfair@salud.unm.edu) and GME Senior Program Manager (Mr. Joe Sparkman) maintain an open-door policy for residents and fellows. Residents and fellows are welcome to contact Dr. Fair or Mr. Sparkman with any concerns they wish to discuss outside their program or department.

Additional mechanisms available to houseofficers with concerns:

* UNM SOM has established a Learning Environment Office, led by Diana Martinez, MPH, as well Dr. Fair and Dr. Felicia Rohan-Minjares, the Assistant Dean of UME. Residents and fellows may discuss or report observed or experienced mistreatment directly (in person or via email) to a Learning Environment Office staff member, or via a web-based, confidential reporting tool (which has an anonymous reporting option), available at <https://goto.unm.edu/leo>. All reports made to the Learning Environment Office remain confidential, and the trainee’s identity protected, as allowable by policy and law.
* All residents and fellows invited to serve on the Resident Council, which meets monthly to discuss topics of interest or concern to residents and includes resident-only discussion forums. The Resident Council Chairs can report raised issues to the Associate Dean of GME and senior leadership in a de-identified fashion.
* The UNM Office of Equal Opportunity (<https://oeo.unm.edu/>) receives and investigates harassment and discrimination concerns. Per policy, UNM faculty and staff have a duty to report any such concern to OEO. OEO handles all concerns confidentially to the extent allowable by policy and law.
* The UNM main campus Ombuds office serves as a resource for confidential, independent, informal, and neutral dispute resolution (<https://ombudsforstaff.unm.edu/>); faculty and residents/fellows can be referred or can refer themselves for assistance.
* Residents can report duty hours concerns via the anonymous Duty Hour reporting tool on the main GME web page: <https://hsc.unm.edu/school-of-medicine/education/gme/>

Persons who report suspected misconduct, in good faith, are afforded whistleblower protection from retaliation for such reporting. (University Policy 2200: Reporting Suspected Misconduct and Whistleblower Protection from Retaliation, <http://policy.unm.edu/university-policies/2000/2200.html>)