



Policy Number: GME 14

Policy Title: Grievance Policy

Policy Statement: The purpose of the procedure is to secure at the lowest possible level equitable solutions to individual grievances which may arise about the interpretation or application of the remediation actions detailed in GME 19.

These provisions are not available to grieve or appeal: sanctions for cause, affirmative action or discrimination grievances, the termination of a House Officer due to program or department elimination or reduction or financial exigency, or to other circumstances where an OHSU policy provides that this grievance policy is not applicable.

PRELIMINARY PROCEDURE / INFORMAL RESOLUTION

No matter shall be submitted for the Grievance Procedure unless it has first been discussed personally by the House Officer and their Program Director. If the Program Director is personally involved in the matter, then the Associate Dean for GME, Designated Institutional Official (DIO) or their designee, shall be substituted for the Program Director. Both parties shall make a good faith effort to resolve the grievance in an informal manner.

If the grievance is not resolved, the House Officer may initiate a Formal Grievance Process as outlined below.

INITIATION OF THE FORMAL GRIEVANCE PROCESS

If the House Officer is unable to resolve the grievance informally, the grievance shall be submitted in writing to the Associate Dean for GME, DIO or their designee within ten (10) business days following the grievable event or within ten (10) business days after the termination of the informal resolution phase, whichever is longer. If the grievance is not filed in writing within this timeframe, the house officer has no grievance pursuant to this policy.

The written grievance should include the following

- description of the nature of the grievance,
- circumstances surrounding the grievance,
- previous efforts to resolve, and
- the requested remedial action.

GRIEVANCE PROCEDURE:

- i. Grievances shall be reviewed by the Associate Dean for GME/DIO or their designee and the Legal Department to determine whether the matter is grievable. If deemed grievable, the process will continue. If not grievable, the outcome will be shared with the House Officer.
- ii. A Committee shall be formed within fourteen (14) business days of the filing of the grievance.



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- a. The Associate Dean for GME, DIO or their designee will appoint a three-person committee consisting of one (1) uninvolved House Officer and one (1) member of the Active Medical Staff appointed by the Associate Dean for GME, DIO or their designee; and one (1) person from the Active Medical Staff or one (1) uninvolved House Officer acceptable to and agreed upon by the two aforementioned appointed members. The Associate Dean for GME, DIO or their designee shall be the Chair of the Committee, shall attend to the administrative matters, and may participate in the deliberations but shall not have a vote.
- b. The Committee shall hear the case as promptly as is practicable with due notice to all parties and in any event within ten (10) business days after constitution of the Committee unless delay is mutually agreed upon by all parties.
- c. Evidence and argument may be submitted in writing or personally or both. Each party has the right to bring an advisor or support person to the proceedings. If the advisor or support person is an attorney or AFSCME staff, the Grievant must notify the Chair at least 5 business days prior to the proceedings. The attorney or counsel will not actively participate in the proceedings unless authorized by the Chair.
- iii. A record of the Grievance Committee session, except for deliberations, shall be kept.
- iv. All Grievance Committee proceedings will be closed to the public.

RESOLUTION AND GRIEVANCE PANEL RECOMMENDATION

- i. If at any time during the grievance process a resolution is reached, the Grievance Committee will prepare a statement of understanding for all parties to sign and file the statement with the Associate Dean for GME, DIO or their designee. If resolution is not reached, the Grievance Committee will complete its review and prepare a recommendation for the Chief Executive Officer, OHSU Health, within fifteen (15) business days of the Grievance Committee session.
- ii. The Chief Executive Officer, OHSU Health, shall review the Committee recommendation and within five (5) business days notify in writing the parties involved in the dispute and the Associate Dean for GME, DIO or their designee of their approval of the Committee recommendation; and, if disapproval, of their decision on the grievable matter.
- iii. The Chief Executive Officer written decision shall be final unless an appeal is filed within five (5) business days.
- iv. The Associate Dean for GME, DIO or their designee shall be responsible for seeing that any necessary action to resolve the grievance in accordance with the decision is carried out.

RIGHT TO APPEAL

If any party to the grievance is dissatisfied with the decision one of the Chief Executive Officer, OHSU Health, they may appeal in writing to the Provost within five (5) business days following receipt of the decision.



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Appeals to the Provost may only be made upon the following grounds:

- i. The program failed to follow established procedures with respect to the decision appealed from and the error resulted in prejudice to the House Officer; or
- ii. The decision is in conflict with applicable laws, rules or OHSU policies.

The Provost will review the appeal and provide a written decision within thirty (30) business days, unless unusual circumstances require a longer review. The decision of the Provost is final.

Policy Owner: Graduate Medical Education Committee

Amendment/Approving Committee: Graduate Medical Education Committee

Form/Document	Use	Links
GME 19 Procedures for Addressing Resident-Fellow Performance Deficiencies	Reference	
GME 23 Promotion	Reference	
GME 45 Physician Impairment	Reference	

Version control

Version	Effective Date	Author	Description of Change
1	12/21/2017		Original
2	4/18/2024		Revision. Clarifying unnecessary complexity and updating language to be consistent with house officer naming convention.