

LSU SCHOOL OF MEDICINE - NEW ORLEANS

HOUSE OFFICER MANUAL

2004-2005

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LSU SCHOOL OF MEDICINE - NEW ORLEANS

HOUSE OFFICER MANUAL

INTRODUCTION

The principal purpose of the LSU School of Medicine - New Orleans (School of Medicine) is to provide a rich learning environment for the education and training of medical students, residents, and fellows in concert with the General and Special Requirements of the Accreditation Council for Graduate Medical Education (ACGME). Because the majority of our House Officers remain in the state, Graduate Medical Education is a mission of paramount importance to the School of Medicine and to the citizens of Louisiana. This mission is fulfilled through accomplishing the following goals:

1. Diverse specialty and subspecialty training programs offered by the departments.
2. Cultivation of the concept that medical education is a life-long continuum. Trainees should develop a personal program of self study under guidance of the faculty.
3. Refinement of cognitive and technical skills through direct involvement in safe, effective, compassionate patient care under the direction of the faculty, senior House Officers, and fellows. Privileges and duties shall be the responsibilities of the Departments and commensurate with the level of advancement, capability and responsibility of the trainee.
4. A review of pertinent basic science information and expansion of intellectual and technical skills through a multitude of clinical experiences. Trainees should participate in the educational and scholarly activities of their departments, training hospitals, and the School, including institutional committees and quality assurance activities.
5. Enhancement of the ability to deliver quality patient care in a variety of clinical settings.
6. Refinement of interpersonal skills in dealing with patients and patients' families.
7. Development of an understanding and appreciation for office management, computer applicability, data management, health care financing, cost containment, and socioeconomic, medico-legal, and ethical issues.
8. Cultivation of skills relating to teaching of patients and students.
9. Participation in the evaluation of medical students, faculty and of the quality of their individual training programs.
10. Appreciation of the need for and involvement in clinical and basic science research.
11. **Assurance that, in the event of elimination or downsizing of a training program, every effort will be made to allow trainees in that program to complete that program, if possible. If not possible, the school will make every effort to assist the trainee in finding another training program.**

DEFINITIONS

For purposes of this Manual, the following terms shall have the meaning ascribed thereto unless otherwise clearly required by the context in which such term is used.

House Officer - The term “House Officer” shall mean and include interns, residents and fellows.

Program – The term “Program” shall mean a Resident and Fellow Training Program of Louisiana State University School of Medicine in New Orleans.

Dean - The term “Dean” shall mean the Dean of the Louisiana State University School of Medicine in New Orleans or his “designee”.

Academic Dean – The term “Academic Dean” shall mean the Dean of Academic Affairs of the Louisiana State University School of Medicine in New Orleans or his “designee”.

Working Days – The term “working days” shall mean Monday through Friday.

RESIDENT ELIGIBILITY AND SELECTION

House Officer selection criteria must conform to the guidelines of the Accreditation Council for Graduate Medical Education (ACGME) General Requirements. House Officers are selected by program directors from an applicant pool in the National Residency Matching Program (NRMP) or from NRMP Specialty Matching Services programs.

First year House Officers must participate through the NRMP programs. Only in the absence of an NRMP matching program in a particular discipline or at an advanced level of appointment, may candidates compete and be appointed individually. Such candidates must meet all the ACGME General Requirements for selection of House Officers.

House Officers must be (1) graduates of medical schools in the United States and Canada accredited by the Liaison Committee on Medical Education (LCME); (2) graduates of colleges of osteopathic medicine in the United States accredited by the American Osteopathic Association (AOA); (3) graduates of medical schools outside the United States who have received a currently valid certificate from the Education Commission for Foreign Medical Graduates or have a full and unrestricted license to practice medicine in a United States licensing jurisdiction; or (4) graduates of medical schools outside the United States who have completed a Fifth Pathway Program by an LCME-accredited medical school. [A Fifth Pathway program is an academic year of supervised clinical education provided by an LCME-accredited medical school to students who a.) have completed, in an accredited college or university in the United States, undergraduate premedical education of the quality acceptable for matriculation in an accredited United States medical school; b.) have studied at a medical school outside the United States and Canada but listed in the World Health Directory of Medical schools; c.) have completed all of the formal requirements of the foreign medical school except internship and/or social service; d.) have attained a score satisfactory to the sponsoring medical school on a screening examination;

and e.) have passed either the foreign Medical Graduate Examination in the Medical Sciences, Parts I and II of the examination of the National Board of Medical Examiners, or Steps 1 and 2 of the United States Medical Licensing Examination (USMLE).]

All House Officer trainees must have a valid license or permit to practice medicine in the State of Louisiana. Requirements for medical licensure change from time to time. Beginning with medical graduates of 1992, all Louisiana licensure examination is through the United States Medical Licensing Examination (USMLE) three-step pathway. The Louisiana State Board of Medical Examiners will confer unlimited licensure only after the candidate successfully completes the post - graduate year I level and passes the USMLE Step examinations 1 through 3. The examination of the National Board of Osteopathic Examiners and the LMCC Canada examination are not currently accepted by the Louisiana licensing Board.

The Louisiana State Board of Medical Examiners issues temporary training permits to qualified post-graduate year I level trainees. Temporary permits (Visiting Resident Permits) also may be issued for certain foreign medical graduates entering the U.S. on J-1 visas. Foreign citizen trainees must have standard Educational Commission for Foreign Medical Graduates (ECFMG) certification. They must pass the Foreign Medical Graduate Examination in the Medical Sciences (FEMGEMS) and the ECFMG English test.

Eligible House Officer candidates will be selected on the basis of their preparedness, ability, aptitude, academic credentials, communication skills and personal qualities such as motivation and integrity. The number and apportionment of House Officers will depend on educational opportunities, the patient population, levels of illnesses, types of procedures, number of staff available for supervision, financial resources of in-patient and out-patient care facilities, and recommendations of the Residency Review Committees (RRC). The Institutional Graduate Medical Education Committee and the Academic Dean, supervise the overall number of positions offered and the apportionment of House Officers among services and departments.

House Officers are appointed for one year. Contract renewal is subject to mutual written consent of the Department Head and the House Officer. This renewal must be made in a timely manner in accordance with dates set by the GME Office.

COMPENSATION

Compensation will be provided consistent with the pay scale determined by the managing entity of Louisiana's Charity Hospital System. Work hours will vary within each House Officer training program.

HOUSE OFFICER SUPPORT

The mission of the Graduate Medical Education Office is to support the House Officers and the training programs of the School of Medicine. The Office of Graduate Medical Education (GME) offers House Officers the opportunity to participate in group long term disability coverage. In the event a House Officer experiences a loss of income as a result of an emergency, the House

Officer should contact the Associate Dean for Academic Affairs for possible avenues of assistance.

In order to enhance the House Officer's training experience, the Office of Graduate Medical Education has developed a series of Core Curriculum Lectures. This series of lectures includes topics such as: Cultural Diversity; Practice Management/ Money Management; Resident Teaching Skills; Legal and Malpractice Issues; Quality Assurance; Research Design and Statistics: Your Contract; Managed Care; Literature Review; Coding & Reimbursement; Marketing; and other related topics .

The Office of Graduate Medical Education administers the House Officer Payroll; processes education loan deferment certifications, applications for Internship Registration and Verification of Internship forms for the Louisiana State Board of Medical Examiners; and coordinates House Officer Orientation.

INSTITUTIONAL HOUSE OFFICER POLICIES

The LSU School of Medicine – New Orleans (School of Medicine) is responsible for supervising House Officer training programs. This responsibility is delegated to individual departments and is fulfilled by the medical faculty. The level of supervision must be commensurate with the House Officer's level of training and the House Officer's individual level of clinical skills. On-call schedules for faculty are designed so that supervision and/or consultation is readily available at all times to House Officers on duty. Each Department has established policies for House Officers that will be consistent with the ACGME General Requirements and Special Requirements of each program.

At the beginning of each academic year, each House Officer Program should provide the House Officer an outline of specific rotations and regularly scheduled lectures, conferences and seminars. House Officers should be informed about departmental duties and disciplinary policies during orientation and/or by written guidelines. These policies should describe training goals and expectations, program evaluation methods, possible basis for adverse actions such as probation or dismissal, and due process procedures.

The educational effectiveness of each House Officer Program should be periodically reviewed by departmental faculty. Reviews should include resident evaluations of faculty and the House Officer Program and faculty evaluations of program effectiveness.

EVALUATION OF HOUSE OFFICERS

Records of House Officer evaluations are to be maintained by the Departmental Program Directors. These files will generally be available to the individual trainees, training faculty, Program Director, and other University personnel as may be required by the House Officer Program, School Of Medicine, or University. House Officers will be formally evaluated no less than twice a year, however, more frequent feedback is encouraged. Both strengths and weaknesses should be documented and discussed in the evaluation process as well as plans to remediate any deficiencies.

Evaluation of House Officers ideally should include comments by multiple evaluators such as the Program Director, ward and/or clinic faculty, chief resident, and others. Additionally, each House Officer is expected to participate in departmental self-assessment when applicable.

PRELIMINARY INTERVENTION

Substandard disciplinary and/or academic performance is determined by each Department. Corrective action for minor academic deficiencies or disciplinary offenses which do not warrant remediation as defined below, shall be determined and administered by each Department. Corrective action may include oral or written counseling or any other action deemed appropriate by the Department under the circumstances. Corrective action for such minor deficiencies and/or offenses are not subject to appeal.

PROBATION

House Officers may be placed on probation for, among other things, issuance of a warning or reprimand; or imposition of a remedial program. Remediation refers to an attempt to correct deficiencies which if left uncorrected may lead to a non-reappointment or disciplinary action. In the event a House Officer's performance, at any time, is determined by the House Officer Program Director to require remediation, the House Officer Program Director shall notify the House Officer in writing of the need for remediation. A remediation plan will be developed that outlines the terms of remediation and the length of the remediation process. Failure of the House Officer to comply with the remediation plan may result in termination or non-renewal of the House Officer's appointment.

A House Officer who is dissatisfied with a departmental decision to issue a warning or reprimand, impose a remedial program or impose probation may appeal that decision to the Department Head informally by meeting with the Department Head and discussing the basis of the House Officer's dissatisfaction within ten (10) working days of receiving notice of the departmental action. The decision of the Department Head shall be final.

TERMINATION, NON-REAPPOINTMENT, AND OTHER ADVERSE ACTION

A House Officer may be dismissed or other adverse action may be taken for cause, including but not limited to: i) unsatisfactory academic or clinical performance; ii) failure to comply with the policies, rules, and regulations of the House Officer Program or University or other facilities where the House Officer is trained; iii) revocation or suspension of license; iv) violation of federal and/or state laws, regulations, or ordinances; v) acts of moral turpitude; vi) insubordination; vii) conduct that is detrimental to patient care; and viii) unprofessional conduct.

The House Officer Program may take any of the following adverse actions: i) issue a warning or reprimand; ii) impose terms of remediation or a requirement for additional training, consultation or treatment; iii) institute, continue, or modify an existing summary suspension of a House Officer's appointment; iv) terminate, limit or suspend a House Officer's appointment or privileges; v) non-renewal of a House Officer's appointment; vi) dismiss a House Officer from the House Officer Program; vii) or any other action that the House Officer Program deems is appropriate under the circumstances.

DUE PROCESS

Dismissals, non-reappointments, or other adverse actions which could significantly jeopardize a House Officer's intended career development are subject to appeal and the process shall proceed as follows:

Recommendation for dismissal, non-reappointment, or other adverse action which could significantly threaten a House Officer's intended career development shall be made by the Program Director in the form of a Request for Adverse Action. The Request for Adverse Action shall be in writing and shall include a written statement of deficiencies and/or charges registered against the House Officer, a list of all known documentary evidence, a list of all known witnesses and a brief statement of the nature of testimony expected to be given by each witness. The Request for Adverse Action shall be delivered in person to the Department Head. If the Department Head finds that the charges registered against the House Officer appear to be supportable on their face, the Department Head shall give Notice to the House Officer in writing of the intent to initiate proceedings which might result in dismissal, non-reappointment, summary suspension, or other adverse action. The Notice shall include the Request for Adverse Action and shall be sent by certified mail to the address appearing in the records of the Human Resource Management or may be hand delivered to the House Officer.

Upon receipt of Notice, the House Officer shall have five (5) working days to meet with the Department Head and present evidence in support of the House Officer's challenge to the Request for Adverse Action. Following the meeting, the Department Head shall determine whether the proposed adverse action is warranted. The Department Head shall render a decision within five (5) working days of the conclusion of the meeting. The decision shall be sent by certified mail to the address appearing in the records of the Human Resource Management or hand delivered to the House Officer and copied to the Program Director and Academic Dean.

If the House Officer is dissatisfied with the decision reached by the Department Head, the House Officer shall have an opportunity to prepare and present a defense to the deficiencies and/or charges set forth in the Request for Adverse Action at a hearing before an impartial Ad Hoc Committee, which shall be advisory to the Academic Dean. The House Officer shall have five (5) working days after receipt of the Department Head's decision to notify the Academic Dean in writing whether the House Officer would challenge the Request for Adverse Action and desires an Ad Hoc Committee be formed. If the House Officer contends that the proposed adverse action is based, in whole or in part on race, sex (including sexual harassment), religion, national origin, age, Veteran status, and/or disability discrimination, the House Officer shall inform the Academic Dean of that contention. The Academic Dean shall then invoke the proceedings set out in the Section entitled "Sexual Harassment Policy" of this Manual. The hearing for adverse action shall not proceed until an investigation has been conducted pursuant to the Section entitled "Sexual Harassment Policy."

The Ad Hoc Committee shall consist of three (3) full-time clinical faculty members who shall be selected in the following manner:

The House Officer shall notify the Academic Dean of the House Officer's recommended appointee to the Ad Hoc Committee within five (5) working days after the receipt of the decision reached by the Department Head. The Academic Dean shall then notify the Department Head of the House Officer's choice of Committee member. The Department Head shall then have five (5) working days after notification by the Academic Dean to notify the Academic Dean of his recommended appointee to the Committee. The two (2) Committee members selected by the House Officer and the Department Head shall be notified by the Academic Dean to select the third Committee member within five (5) working days of receipt of such notice; thereby the Committee is formed. Once the Committee is formed, the Academic Dean shall forward to the Committee the Notice and shall notify the Committee members that they must select a Committee Chairman and set a hearing date to be held within ten (10) working days of formation of the Committee. A member of the Ad Hoc Committee shall not discuss the pending adverse action with the House Officer or Department Head prior to the hearing. The Academic Dean shall advise each Committee member that he/she does not represent any party to the hearing and that each Committee member shall perform the duties of a Committee member without impartiality or favoritism.

The Chairman of the Committee shall establish a hearing date. The House Officer and Department Head shall be given at least five (5) working days notice of the date, time, and place of the hearing. The Notice may be sent by certified mail to the address appearing in the records of the Human Resource Management or may be hand delivered to the House Officer, Department Head, and Academic Dean. Each party shall provide the Committee Chairman and the other party a witness list, a brief summary of the testimony expected to be given by each witness, and a copy of all documents to be introduced at the hearing at least three (3) working days prior to the hearing.

The hearing shall be conducted as follows:

The Chairman of the Committee shall conduct the hearing. Each party shall have the right to appear, to present a reasonable number of witnesses, to present documentary evidence, and to cross-examine witnesses. The parties may be excluded when the Committee meets in executive session. The House Officer may be accompanied by an attorney as a nonparticipating advisor. Should the House Officer elect to have an attorney present, the Department Head may also be accompanied by an attorney. The attorneys for the parties may confer and advise their clients upon adjournment of the proceedings at reasonable intervals to be determined by the Chairman, but may not question witnesses, introduce evidence, make objections, or present argument during the hearing. However, the right to have an attorney present can be denied, discontinued, altered, or modified if the Committee finds that such is necessary to insure its ability to properly conduct the hearing. Rules of evidence and procedure are not applied strictly, but the Chairman shall exclude irrelevant or unduly repetitious testimony. The Chairman shall rule on all matters related to the conduct of the hearing and may be assisted by University counsel.

The hearing shall be recorded. At the request of the Dean, Academic Dean, or Committee Chairman, the recording of the hearing shall be transcribed in which case the House Officer may receive, upon a written request at his/her cost, a copy of the transcript.

Following the hearing, the Committee shall meet in executive session. During its executive session, the Committee shall determine whether or not the House Officer shall be terminated, or otherwise have adverse actions imposed, along with reasons for its findings; summary of the testimony presented; and any dissenting opinions. In any hearing in which the House Officer has alleged discrimination, the report shall include a description of the evidence presented with regard to this allegation and the conclusions of the Committee regarding the allegations of discrimination. The Academic Dean shall review the Committee's report and may accept, reject, or modify the Committee's finding. The Academic Dean shall render a decision within five (5) working days from receipt of the Committee's report. The decision shall be in writing and sent by certified mail to the House Officer, and a copy shall be sent to the Department Head and Dean.

If the Academic Dean's final decision is to terminate or impose adverse measures and the House Officer is dissatisfied with the decision reached by the Academic Dean, the House Officer may appeal to the Dean, with such appeal limited to alleged violations of procedural due process only. The House Officer shall deliver Notice of Appeal to the Dean within five (5) working days after receipt of the Academic Dean's decision. The Notice of Appeal shall specify the alleged procedural defects on which the appeal is based. The Dean's review shall be limited to whether the House Officer received procedural due process. The Dean shall then either accept, reject, or modify the Academic Dean's decision. The decision of the Dean shall be final.

A House Officer who at any stage of the process fails to file a request for action by the deadline indicates acceptance of the determination at the previous stage.

Any time limit set forth in this procedure may be extended by mutual written agreement of the parties and, when applicable the consent of the Chairperson of the Ad Hoc Committee.

SUMMARY SUSPENSIONS

The House Officer Program Director, or designee, or the Department Head or designee shall have the authority to summarily suspend, without prior notice, all or any portion of the House Officer's appointment and/or privileges granted by University or any other House Officer training facility, whenever it is in good faith determined that the continued appointment of the House Officer places the safety of University or other training facility patients or personnel in jeopardy or to prevent imminent or further disruption of University or other House Officer training facility operations.

Within two (2) working days of the imposition of the summary suspension, written reason(s) for the House Officer's summary suspension shall be delivered to the House Officer and the Academic Dean. The House Officer will have five (5) working days upon receipt of the written reasons to present written evidence to the Academic Dean in support of the House Officer's challenge to the summary suspension. A House Officer who fails to submit a written response to the Academic Dean within the five (5) day deadline, waives his/her right to appeal the suspension. The Academic Dean shall accept or reject the summary suspension or impose other adverse action. Should the Academic Dean impose adverse action that could significantly

threaten a House Officer's intended career, the House Officer may utilize the due process delineated above.

The Department may retain the services of the House Officer or suspend the House Officer with pay during the appeal process. Suspension with or without pay cannot exceed 90 days, except under unusual circumstances.

OTHER GRIEVANCE PROCEDURES

Grievances other than those departmental actions described above or discrimination should be directed to the Program Director for review, investigation, and/or possible resolution. Complaints alleging violations of the LSUHSC EEO policy or sexual harassment policy should be directed to the appropriate supervisor, Program Director, Director of Human Resource Management and EEO/ AA Programs, or Ms. Flora McCoy, Labor Relations Manager (568-8742).

OMBUDSMAN

Dr. Thomas Alchediak of MCLANO will serve as an impartial, third party for House Officers who feel their concerns cannot be addressed directly to their program or institution. Dr. Alchediak will work to resolve issues while protecting resident confidentiality. He can be reached at 903-2196.

REVIEW OF TRAINING PROGRAMS

Each House Officer Program at the LSU School of Medicine-New Orleans will be reviewed regularly between accreditation site visits and in accordance with the ACGME guidelines. The Institutional Graduate Medical Education Committee (IGMEC) is a standing school committee charged with the oversight of Graduate Medical Education. Program evaluation is accomplished by a detailed internal site visit process quite similar to the regular ACGME site visit.

At the conclusion of the IGMEC review, the committee should make recommendations, formulate a suggested action plan if necessary, and summarize its findings for each program reviewed. Minutes and summary reports should be filed in the GME Office. Serious programmatic problems should be brought to the attention of the Department Head and the Dean.

POLICY REGARDING VISITING PHYSICIANS/HOUSE OFFICER ROTATIONS

Physicians/House Officers may be allowed to rotate on the School of Medicine clinical services on a case by case basis. Visiting Physicians/House Officers do not need a valid license to simply observe. However, to participate in patient care these Visiting Physicians/House Officers must have a valid Louisiana license/permit. To obtain licensure Visiting Physicians/House Officers should contact the Louisiana State Board of Medical Examiners <http://www.lsbme.org/> (phone#

504-568-6820), 630 Camp Street or PO Box 30250, New Orleans, LA 70190-0250. A letter must be submitted by the Program Director to the State Board of Medical Examiners requesting temporary licensure for the Physician/House Officer as a Visiting Physician/House Officer. The letter should include the dates of the rotation; a statement that the sponsoring physician will be responsible for all patient care; the anticipated responsibilities, of the Visiting Physician/House Officer; the sites at which the Visiting Physician/House Officer will be practicing; and verification that the Visiting Physician/House Officer is the holder of valid licensure in another state.

In order to be covered for malpractice, a letter must be sent to Mr. Ron Gardner, Vice Chancellor of Administrative, Community and Security Affairs, stating the dates and locations of the Visiting House Officer's rotation; the anticipated responsibilities of the Visiting House Officer and the Visiting House Officer's licensure status in Louisiana.

OUT OF STATE SERVICE POLICY

House Officers shall comply with the rules, regulations, and bylaws of the facilities at which House Officers are assigned as part of their prescribed training in the House Officer Program. House Officers assigned to facilities outside the state of Louisiana must provide additional professional liability coverage (other than coverage provided under LSA-R.S. 40:1299.39) with indemnity limits set by the House Officer Program Director.

Out of state rotations necessary for fulfillment of educational goals of the House Officer Program may be permitted after being approved by the appropriate Program Director or Department Head. Except in unusual circumstances that would require perspective approval by the Academic Dean, use of state salary lines will not be permissible.

EEO POLICY

The Louisiana State University Health Sciences Center is committed to providing equal opportunity to all members of the Health Sciences Center Community. LSUHSC will take reasonable steps to insure that 1) employment decisions are made so as to further the principles of equal employment opportunity; and 2) all personnel actions, such as compensation, tenure, benefits, transfers, layoffs, recall from layoffs, education, tuition assistance, social and recreation programs are administered without regard to race, color, religion, sex, age, national origin, or handicap/veteran status.

Implementation, coordination, and monitoring of this policy is the responsibility of the Department of Human Resource Management. No person who complains about a violation of this policy shall be subjected to intimidation or retaliation. Any persons having questions or complaints regarding this policy should contact the Director of Human Resource Management and EEO Programs at (504) 568-8742. The matter will be investigated using the same procedure contained in the sexual harassment policy contained in this Manual.

SEXUAL HARASSMENT POLICY

Louisiana State University Health Sciences Center is committed to providing a professional work environment that maintains equality, dignity, and respect for all members of its community. In keeping with this commitment, the Health Sciences Center prohibits discriminatory practices, including sexual harassment. Any sexual harassment, whether verbal, physical or environmental, is unacceptable and will not be tolerated.

Sexual harassment is illegal under federal, state and local laws. It is defined as any unwelcome advance, request for sexual favors, or other verbal or physical conduct of a sexual nature when:

1. Submission to the conduct is made either explicitly or implicitly a term or condition of an individual's employment;
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting the individual; or
3. The conduct has the purpose or effect of unreasonably interfering with the individual's performance or of creating an intimidating, hostile or offensive working environment.

Types of behavior that constitute sexual harassment may include, but are not limited to:

- Unwelcome sexual flirtations, advances or propositions; derogatory, vulgar, or graphic written or oral statements regarding one's sexuality, gender or sexual experience; unnecessary touching, patting, pinching or attention to an individual's body;
- Physical assault;
- Unwanted sexual compliments, innuendo, suggestions or jokes; or
- The display of sexually suggestive pictures or objects.

Any House Officer who has a workplace sexual harassment complaint has the right and obligation to bring the problem to LSUHSC's attention. Further, any House Officer who witnesses such conduct or receives a complaint of such conduct, must report the incident to Human Resource Management (HRM); the Department Head; Program Director; or other member of the faculty.

A House Officer who believes he/she has been sexually harassed or wishes to report a violation of this policy should immediately report the incident to the labor relations manager of Human resource Management (504/568-8742), Department Head, Program Director, or Academic Dean. Any recipient of such complaint shall notify (HRM).

The Department of Human Resources Management will be responsible for investigating complaints of sexual harassment occurring between House Officers; House Officers and staff members; House Officers and students; and complaints made by House Officers against other third parties. HRM will investigate and/or assist those responsible for investigating complaints made by House Officers against faculty members in accordance with the terms of the faculty handbook.

Actions taken to investigate and resolve sexual harassment complaints shall be conducted confidentially to the extent practicable and appropriate in order to protect the privacy of persons involved. An investigation may include interviews with the parties involved in the incident, and if necessary, with individuals who may have observed the incident or conduct or who have other relevant knowledge. The individuals involved in the complaint will be notified of the results of the investigation.

There will be no discrimination or retaliation against any individual who makes a good-faith sexual harassment complaint, even if the investigation produces insufficient evidence to support the complaint. There will be no discrimination or retaliation against any other individual who participates in the investigation of a sexual harassment complaint. If the investigation substantiates the complaint, appropriate corrective and/or disciplinary action will be swiftly pursued.

If a House Officer's complaint is found to be valid, and the accused harasser is a member of the faculty, staff, or is a student, that complaint will be addressed in accordance with the procedures contained in the applicable faculty handbook; student bulletin; or staff policy.

If a complaint made against a House Officer is found to be valid, the offender may be directed to appropriate counseling, discipline, or dismissed, depending on the degree of seriousness of the offense. In the event that the House Officer involved as the accused disagrees with the conclusions recommended as a result of the investigation, and such conclusion results in dismissal, non-renewal, or any adverse action which could significantly jeopardize a House Officer's intended career development, he/she may invoke the procedures set out in the Due Process section of this House Officer Manual. If allegations of harassment or discrimination are first raised as a part of an appeal by a House Officer, that is, prior to an investigation of the complaint by Human Resource Management, the Program Director shall refer the complaint to HRM for investigation in accordance with this section. No due process hearing shall proceed until an investigation has been conducted and a report of the investigation has been submitted to the Program Director.

DRUG-FREE WORKPLACE POLICY

Louisiana State University Health Sciences Center (LSUHSC) is governed by and complies with the provisions of the Drug Free Workplace Act of 1988. The applicable provisions are as follows:

The unlawful manufacture, distribution, dispensing, possession and/or use of unlawful drugs at any facility of the Louisiana State University Health Sciences Center is prohibited.

Penalties for violation of this policy could result in written disciplinary action, suspension, demotion, and/or immediate dismissal depending on the severity of the circumstances; or criminal prosecution.

Further, all employees are required to notify the Director of Human Resource Management of any drug related criminal conviction which occurs in the workplace within five (5) days following conviction. The Director will notify the Grants Office so that they may comply with the provision for notice to the federal funding agency within ten (10) days. Notice to the federal contractor should include the sanctions imposed on the employee convicted of a drug work-related crime.

Campus/Employee Assistance Program (C/EAP) is available to all House Officers of LSUHSC.

Abiding by this policy and any other drug policy established by LSUHSC or other House Officer training facility, regardless of when promulgated, is a condition of the House Officer's employment with LSUHSC. *(Revised January 15, 2002 by the Campus Assistance Program Office)*

FITNESS FOR DUTY POLICY

The Louisiana State University Health Sciences Center (LSUHSC) promotes and protects the well being of faculty, staff, residents, students, and patients.

Any individual who works or is enrolled at Louisiana State University Health Sciences Center (LSUHSC) is expected to report to work/school in a fit and safe condition. An individual who has an alcohol, drug, psychiatric, or medical condition (s) that could be expected to impair their ability to perform in a safe manner must self report their medical status to their supervisor and provide a signed medical release indicating their fitness for work/school to the Campus/Employee Assistance Program (C/EAP).

LSUHSC requires all faculty, staff, residents, students or other LSUHSC workers who observe an individual who is believed to be impaired or is displaying behavior deemed unsafe at work/school to report the observation (s) to their supervisor for appropriate action. Supervisors are then required to make an administrative referral to the Drug Testing Program and C/EAP. An individual who is referred to C/EAP and found to be impaired must provide C/EAP, prior to returning to work, with a signed medical release indicating they are fit to resume their work or school responsibilities at LSUHSC. LSUHSC will, as a condition of continued employment/enrollment, require an "at risk" individual to maintain a continued care plan either recommended or approved by C/EAP and sign a Continuation of Employment/Enrollment Contract.

This policy applies to all faculty, staff, residents, students, contract and subcontract workers, medical staff, volunteers, laborers, or independent agents who are conducting business on behalf of, providing services for (paid or gratis), or being trained at LSUHSC. *(Revised January 15, 2002 by the Campus Assistance Program Office, see Chancellor's Memorandum 23)*

LEAVE

House Officers are granted leave benefits as described in this manual. Each type of leave will be monitored and granted in accordance with this policy, the needs of the program, and the provisions of applicable law. Whether training time missed as a result of extended leave can be made up by the House Officer is determined by the Department Head and/or Program Director in accordance with the requirements of the particular program and the provisions of applicable law.

VACATION LEAVE

Each House Officer at post-graduate year I (PGY I) is entitled to twenty-one (21) days (including weekends) of non-cumulative vacation leave per year. PGY II residents and above are entitled to twenty-eight (28) days (including weekends) of non-cumulative vacation leave per year. Vacation leave normally should be taken during training on the home service, not during brief rotations to other services. Vacation leave should not ordinarily be requested before or after scheduled holidays.

Vacation leave must be used during the calendar year. No carry forward or accumulation of unused vacation leave is permitted. At the end of the calendar year, any unused vacation leave will be forfeited.

MILITARY LEAVE

If called to active duty, House Officers are permitted fifteen (15) days of paid military leave. Additional or other military leave, paid or unpaid, will be granted in accordance with applicable law.

LEAVE OF ABSENCE

A leave of absence may be granted subject to Program Director approval and as may be required by applicable law for illness extending beyond available sick leave; for academic remediation; to address licensing problems; and/or for family or personal emergencies. To the extent that such leave exceeds available vacation and/or sick leave, any leave granted will be without pay. The House Officer will make arrangements to makeup missed training with the Program Director in accordance with the requirements of the Board of the effective specialty.

MATERNITY/PATERNITY LEAVE

In order to receive paid maternity leave, a House Officer must utilize available vacation leave and sick leave. Paid and unpaid maternity leave for up to six (6) weeks or extended unpaid maternity leave may be granted by the Department Heads as appropriate and as required by applicable law. A House Officer wishing to receive paid paternity leave must utilize available vacation leave. Under special circumstances and/or as required by applicable law, extended leave without pay may be granted.

EDUCATIONAL LEAVE

House Officers are permitted five (5) days (including weekends) of educational leave to attend or present at medical meetings.

FAMILY LEAVE

All House Officers who have worked for LSUHSC for twelve (12) months and 1,250 hours in the previous twelve (12) months, may be eligible for up to twelve (12) weeks of unpaid, job-protected leave in each twelve (12) month period, in accordance with the requirements of the Family Medical Leave Act of 1993 (FMLA). See the FMLA information attached to this manual for further details.

SICK LEAVE

House Officers are permitted fourteen (14) days (including weekends) of paid sick leave per year. Sick leave may not be accumulated or carried forward into subsequent calendar years and may only be used for the illnesses or injury of the House Officer. Extended sick leave without pay is allowable, at the discretion of the Department or as may be required by applicable law.

PAGERS

Resident pagers are provided and managed by the Office of Graduate Medical Education and funded by the Resident training hospitals. Should a Resident have a problem with his/her pager, the Resident should contact the Program Coordinator (Cynthia Scott) at the Office of Graduate Medical Education (568-8632), located at 2020 Gravier Street, 1st flr., Suite 102.

PARKING

Parking is available to House Officers for a nominal annual fee through the LSUHSC University Police (568-4884).

DRESS CODE

House Officers shall comply with the “dress code” of the Hospital service to which they are assigned and present at all times an appropriate and professional appearance.

EDUCATIONAL RESOURCES

Training programs have access to the general education resources of the Health Sciences Center. These include: the audio, video, slide, poster, and other services of the Department of Learning Resources (568-4840); lecture rooms, conference rooms, and auditorium facilities; and interdepartmental laboratories, computers, and educational devices. Library facilities of the Health Sciences Center (568-6100), and individual Departments are available to all House Officers.

HEALTH INSURANCE

House Officers are eligible to enroll in the state employees health insurance or state managed health care options (HMO's etc) through Employee Benefits (568-7780), or LSUHSC student/resident health insurance (*Lyman Agency, Inc., P.O. Box 726, Metairie, LA 70004-0726, phone# 504-828-0208 or 800-257-7117*). If desired, other health insurance may be chosen and must be paid for individually by the House Officer. House Officer agrees to maintain one of these plans or another plan with equal or better benefits.

IMMUNIZATION REQUIREMENTS

Health requirements for incoming House Officers are PPD skin test within 6 months prior to start date, rubella immunity proven by titer or documentation of two injections of MMR; measles immunity proven by titer or documentation of two injections of MMR; varicella (chickenpox) immunity proven by titer, varicella vaccine x 2, or by reliable history of past varicella infection; and proof of Hepatitis B vaccine or proof of antibodies to Hepatitis B (568-8632).

LAB COATS, MEALS, NIGHT CALL

Availability of housing, meals, lab coats, etc. will vary among the hospital to which House Officers are assigned. Lab coats will be provided (903-0229) and laundered (903-2133) for House Officers training at the Medical Center of Louisiana, New Orleans (MCLNO) by MCLNO. Meals will be provided for House Officers while on call in house at MCLNO. Adequate sleeping accommodations will be provided by MCLNO for House Officers assigned to night call at MCLNO.

MALPRACTICE INSURANCE

The State of Louisiana provides professional liability coverage pursuant to LSA-R.S. 40:1299.39 et seq. to House Officers when acting within the course and scope of their training or staff appointments in and under the supervision of a state hospital or other health care facility to which they are assigned as part of their prescribed training, regardless of where the services are performed. However, House Officers assigned to a health care facility outside the state of Louisiana may be required to provide additional professional liability coverage with indemnity limits set by the House Officer Program Director.

House Officers are not provided professional liability coverage under LSA-R.S. 40:1299.39 et seq. when engaging in professional activities outside the scope of the House Officer Program, unless the professional services are performed at a public charity health care facility.

All professional liability matters should be directed to Ron Gardner, Vice Chancellor of Administrative, Community and Security Affairs (568-4810).

DEA NUMBERS

All temporary DEA Numbers issued at MCLNO will expire eighteen (18) months from the date issued. Use of this temporary DEA number is restricted to prescriptions written only for MCLNO patients on the MCLNO Prescription Form # MCL 12/95 (blue). Violators will be reported to the Medical Director and DEA for appropriate disciplinary action.

Once the temporary DEA number has expired, the physician must have his/her permanent DEA License. The application process takes 3-6 months to complete, therefore, it is recommended that physicians begin this process before their temporary DEA Number expires.

MOONLIGHTING

Professional activity outside of the scope of the House Officer Program, which includes volunteer work or service in a clinical setting, or employment that is not required by the House Officer Program (moonlighting) shall not jeopardize any training program of the University, compromise the value of the House Officer's education experience or interfere in any way with the responsibilities, duties and assignments of the House Officer Program. It is within the sole discretion of each Department Head and/or Program Director to determine whether outside activities interfere with the responsibilities, duties and assignments of the House Officer Program. **Residents must not be required to moonlight.** Before engaging in activity outside the scope of the House Officer Program, House Officers must receive the written approval of the Department Head and/or Program Director of the nature, duration and location of the outside activity. (Revised 4/01)

House Officers while engaged in professional activities outside the scope of the House Officer Program are **not** provided professional liability coverage under LSA-R.S. 40:1299.39 et seq., unless the professional services are performed at a public charity health care facility. A House Officer providing services outside the scope of the House Officer Program shall warrant to University that the House Officer is and will remain insured during the term of any outside professional activities, either (1) insured against claims of professional liability under one or more policies of insurance with indemnity limits of not less than \$500,000 per occurrence and \$1,000,000 in the aggregate annually; or (2) duly qualified and enrolled as a health care provider with the Louisiana Patient's Compensation Fund pursuant to the Louisiana Medical Malpractice Act, LSA-R.S. 40:1299.41 et seq. or (3) that the House Officer is provided such coverage by the person or entity who has engaged the House Officer to provide the outside professional services.

House Officers shall not provide outside professional activities to any other state agency (e.g., Department of Health and Hospitals, Department of Public Safety and Corrections, Office of Mental Health, etc.) by means of a contract directly between the House Officer and the other state agency. Should a House Officer desire to provide outside professional services to another state agency, the contract must be between the LSU School of Medicine in New Orleans and the other state agency for the House Officer's services, and the House Officer will receive additional compensation through the LSU payroll system. House Officers should speak with the Departmental Business Administrator of the House Officer Program to arrange such a contract.

The LA State Board and the DEA will independently investigate and prosecute individual residents if they so desire regarding the following:

- To moonlight all house officers must be fully licensed and have their own malpractice and DEA number.
- Work in pain and weight loss clinics is viewed unfavorably by the LSBME and subject to close scrutiny.
- Pre-signing prescriptions is illegal.
- Using Charity prescriptions outside Charity is prohibited – your "Charity" number is site specific.
- Don't ever sign anything saying you saw a patient if you didn't see the patient
- All narcotics prescriptions must be put in the patient's name and address plus the date - don't "let the nurse do it"
- House officers are held accountable for things all things signed - read the fine print
- Follow accepted practice guidelines for everything especially weight loss and pain patients
- All house officers should be cognizant of Medicare fraud and abuse guidelines.

LSU School of Medicine Institutional Policy on Duty Hours Passed June 11, 2003 - IGMEC

The institution through IGMEC supports the spirit and letter of the ACGME Duty Hour Requirements as set forth in the Common Program Requirements and related documents July 1, 2003 and subsequent modifications. Though learning occurs in part through clinical service, the training programs are primarily educational. As such, work requirements including patient care, educational activities, administrative duties, and moonlighting should not prevent adequate rest. The institution supports the physical and emotional well being of the resident as a necessity for professional and personal development and to guarantee patient safety. The institution will develop and implement policies and procedures through IGMEC to assure the specific ACGME policies relating to duty hours are successfully implemented and monitored. These policies may be summarized as:

- work no more than 80 hours per week when averaged over 4 weeks
- have 1 day (24 hours) in 7 free of program duties when averaged over 4 weeks
- have call no more frequently than every third night when averaged over a 4 week period
- limit continuous in-house duty to 24 hours with up to 6 additional hours for transition as described in the ACGME requirements
- have 10 hours between all daily duty periods and after in house call.

The institution as well as each program is required to monitor and document compliance with these requirements for all trainees.

This policy applies to every site where trainees rotate.

Six General Competencies Presented April 21, 2004 - IGMEC

Moving towards a competency based education; the ACGME has implemented the requirement of six general competencies into the curriculum of all accredited programs. Each program is responsible for defining the specific knowledge, skills, attitudes, and educational experiences required in order for their residents to demonstrate the following:

1. **Patient care** that is compassionate, appropriate, and effective for the treatment of health problems and the promotion of health
2. **Medical knowledge** about established and evolving biomedical, clinical, and cognate (eg, epidemiological and social-behavioral) sciences and the application of this knowledge to patient care
3. **Practice-based learning and improvement** that involves investigation and evaluation of their own patient care, appraisal and assimilation of scientific evidence, and improvements in patient care

4. **Interpersonal and communication skills** that result in effective information exchange and teaming with patients, their families, and other health professionals
5. **Professionalism**, as manifested through a commitment to carrying out professional responsibilities, adherence to ethical principles, and sensitivity to a diverse patient population
6. **Systems-based practice**, as manifested by actions that demonstrate an awareness of and responsiveness to the larger context and system for health care and the ability to effectively call on system resources to provide care that is of optimal value.

In addition, as accredited programs work to expose trainees to the six general competencies, residents should be mindful of this and work with the programs to accomplish these educational objectives. Furthermore, during the programs ACGME accreditation site visits, residents will be asked questions regarding the six general competencies and their implementation on the program level.

CAMPUS ASSISTANCE PROGRAM (CAP)

A physician who works at the LSU School of Medicine New Orleans is expected to report to work in a fit and safe condition. A House Officer who is taking prescription medication (s) and/or who has an alcohol, drug, psychiatric or medical condition (s) that could impair his/her ability to perform in a safe manner should contact the Campus Assistance Program.

The LSUHSC Campus/Employee Assistance Program (C/EAP) is a free service provided by LSU Health Sciences Center to assist faculty, staff, residents and students in the resolution of personal problems.

C/EAP offers a multidisciplinary team with medical backup. The staff is equipped to assist you with an array of problems, issues or stressors. All services are confidential, and all client records are limited to C/EAP staff. If you or a family member need C/EAP services call 568-3931. A C/EAP counselor will be happy to answer any questions you may have about their services or schedule an appointment. (Revised January 15, 2002 by the Campus Assistance Program Office, CM-23)

RESTRICTIVE COVENANTS

The ACGME does not allow restrictive covenants.

COMMITTEE AND OTHER SERVICE

It is expected residents will serve on school and hospital committees as part of their education. Residents bring special expertise to these committees and these experiences will prepare residents for their professional careers. Residents are encouraged to self nominate to committees of interest by contacting the GME office at 568-4006. Each year the House Staff Organization will be asked to submit resident nominees for all committees. If the House Staff Organization is

unable to make nominations, the Chief Residents will be asked to poll their residents for nominees. A partial list of committees includes:

School

Allen Copping Teaching Award Nomination Committee
Curriculum Oversight Committee
Curriculum Development Committee
Curriculum Evaluation Committee
Committee on Excellence in Teaching
Institutional Graduate Medical Education (IGMEC)
Committee on Women's Affairs

Hospital

Quality Assurance

DRUG TESTING REQUIREMENT (Pre-Employment)

As per Chancellor's Memorandum (CM38-Substance Abuse Policy and Procedures LSUHSC New Orleans Campus) effective November 1, 1999 all newly hired faculty, staff, residents and student workers of LSU Health Sciences Center New Orleans will be required to undergo drug testing as a condition of employment. Drug testing may also be required during employment for reasonable suspicion or post accident for cause and for individuals who have signed Fitness For Duty and/or Drug Testing Continuation of Employment contracts.

A prospective employee undergoing post-job offer drug testing and who declines to consent to testing or who receives a confirmed positive drug test result shall have the conditional offer of employment withdrawn and shall be subject to disqualification from employment consideration for a period of one year from the date of the drug test. (Page 6, 7 LSUHSC Substance Abuse Policy. The complete policy can be viewed at www.lsumc.edu/policy/cm/cm38.htm).

In order for incoming house officers to be paid through the Payroll system they must undergo drug testing prior to their Start date.

Incoming house officers must go to the LSUHSC Lions Clinic, Worksite Health Services, 2020 Gravier Street, 5th floor, Room 511B for drug testing between the hours of 9 a.m. – Noon and 1:30pm - 4:30 p.m. Monday through Friday. House officers should bring with them: (1) a valid driver's license, or valid state ID with photo or a passport; (2) any prescription medication that they are currently taking; (3) a completed Agreement to Submit to Drug Testing/Release of Test Results Form.

The telephone number for LSUHSC Worksite Health Services is (504) 568-4933. Off-site testing can also be arranged through Worksite Health Services.

OCCUPATIONAL INJURY/DISEASE PROCEDURES

The procedure for an occupational injury/disease is as follows: (1) The house officer should report immediately to the training hospital's Employee Health Department for initial treatment. (2) He should notify his training program director of the occupational injury/disease. (3) The house officer should notify LSUHSC Human Resource Management, Labor Relations (Paulette Albera at 568-3916) about the occupational injury/disease within 30 days of the injury/disease to be eligible for Workman's Compensation benefits. Ms. Albera will send the house officer a Employee's Report of Occupational Injury/Disease form to be completed. The occupational Health forms are also located in the Graduate Medical Education.

If there is no Employee Health Department at the training facility where the injury/disease occurred, the house officer can go to any medical facility for treatment. House officers can also receive initial medical treatment and follow-up care at Concentra Medical Center. The addresses and phone numbers for the Concentra Medical Center locations are listed below.

318 Baronne St.
New Orleans, LA 70112
(504) 561-1051

2460 Veterans Memorial Blvd.
Metairie, LA 70062
(504) 456-9014

4015 Jefferson Hwy.
Jefferson, LA 70121
(504) 837-6447

4311 Chef Menteur Hwy.
New Orleans, LA 70126
(504) 283-2273

3225 Perkins Road
BR, LA 70808
225-387-3030

The house officer can also contact the on call Infectious disease fellows at MCLNO (903-2311) for their recommendations concerning the occupational injury/disease.

POLICY ON HOLIDAY SCHEDULE

House Officers will follow the holiday schedules of the entities (hospitals, etc.) where they are assigned to work and train. They are not to adhere to the LSU system holiday schedule.

MEDIA POLICY

The Office of Information Services is charged with the responsibility for releasing information about Health Science Center programs, emergencies, crimes, controversies, the official position on issues involving the Health Science Center, and other events to which the press has a reasonable claim. LSUHSC personnel shall not release information about programs, events and other activities to the media independent of the Office of Information Services. All questions from the media should be directed to Leslie Capo in the Office of Information Services.