

UCSF Fresno  
Medical Education Program  
**Housestaff Handbook**

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## A. Introduction

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### **Our Mission: To Seek, Teach and Serve**

Welcome to the UCSF Fresno Medical Education Program, a regional campus of the University of California San Francisco's School of Medicine. UCSF Fresno represents a unique medical education and physician training program that is a model for community/university partnership. This training program gives Central San Joaquin Valley residents access to the highest quality health care services while enabling doctors in training – working alongside the finest physicians – to experience the dynamic interplay of scholarship, research, patient care and health service in California's rural and agricultural center.

### **General Philosophy of the UCSF Fresno Medical Education Program**

Although the care of patients remains the primary responsibility of each medical center, we recognize that effective teaching and research improves the quality of care we provide and benefits the larger community we serve. Using the variety of professional skills and technical knowledge available to us, we seek to develop the most effective diagnostic and therapeutic program for each patient. By applying the scientific research of our faculty, we strive to give each patient the benefits of the most advanced technology. By encouraging and supporting the efforts of our staff, we strive to guarantee each patient a sensitive, informed and caring experience. Maintaining high standards of technical and personal service not only ensures the best possible care for our patients but also provides the best possible learning environment for the many health professionals who train at UCSF Fresno.

We value the ethnic, cultural and social diversity of our patients. We seek to recognize the individual and complex needs of patients and their families while guaranteeing all are served promptly, courteously and with dignity. In working with the agencies that pay for care, we seek to reduce the financial barriers for those who wish to use our services. By communicating effectively and sharing the information we gain, we ensure patients, with their families and referring physicians, can participate appropriately in the care they receive.

Our ability to respond effectively to our patients begins with our commitment to work together and to serve each other with courtesy and mutual respect. In helping each other perform our responsibilities successfully and to develop our skills, we increase the resources available to our patients and promote the quality of services we provide. By managing our resources prudently, we assure effective care at the lowest possible cost. This allows us to develop new programs in response to the changing health care needs of our patients and advances in medical science and technology.

By anticipating changing health care needs and keeping abreast of new technology and new systems for the delivery and financing of health care, we insure that the medical centers affiliated with UCSF Fresno remain a valuable resource to the people of the Central San Joaquin Valley.

## B. Operational Standards/Duties

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### **Smoke/Tobacco Free at Work Policy**

The policy is intended to:

- provide a healthful environment for everyone who works and visits UCSF Campus and Medical Center;
- demonstrate our commitment to promoting health for patients;
- demonstrate our commitment to improve the health of the campus community and employees;
- further create a culture of wellness on campus; and
- set an example we hope other organizations and businesses will follow.

The smoke-free and tobacco-free at work policy is driven by the strategic goal to improve the level of safety and quality within the hospital, ambulatory areas, satellite campus locations, and the surrounding community. For additional information please view our Tobacco Free at Work videos at:

[http://campuslifeservices.ucsf.edu/livingwell/services/tobacco\\_free\\_at\\_work](http://campuslifeservices.ucsf.edu/livingwell/services/tobacco_free_at_work)

## **Customer Service Standards**

Listed below are the general standards for all attending staff and housestaff at UCSF Fresno. These standards are founded on common sense and courtesy, and are intended to enrich the environment for all personnel as well as for patients, visitors, volunteers, and guests. The attending staff and housestaff recognize that patients, visitors and colleagues are to be treated with courtesy, sensitivity, and respect at all times. All staff are expected to make the "extra effort" to ensure a professional, gracious, and overtly hospitable environment for patients, visitors, and colleagues. The goal is to maintain an atmosphere of personal and institutional excellence where outstanding performance is expected.

Patients and visitors are guests in our institution. As such, all attending staff and housestaff are expected to:

- Yield to them in elevators and stairwells, holding doors open for them as necessary;
- Introduce themselves and colleagues;
- Offer assistance if there is the slightest indication that it is needed;
- Address them by their surnames unless asked to do otherwise by the patient or visitor;
- Respect their privacy by knocking before entering their room;
- Maintain a neat and clean environment (e.g., pick up papers or debris in hallways, or notify the appropriate Medical Center department to do so);
- Photo identification badges must be worn above the waist and clearly visible, in compliance with Title XXII of the California Administrative Code;
- Clothing must be neat, clean and appropriate for work assignments. Shoes must be safe, quiet, in good repair, and appropriate for the work to be performed;
- Hair and facial hair must be clean, controlled, and trimmed so as not to interfere with job duties;
- Jewelry, cosmetics, and other accessories may not be worn where safety or health standards would be compromised;
- Hosiery or socks shall be worn at all times;
- Perfume, cologne, or fragrant after-shave lotions or other fragrant products should not be worn in patient care areas; and
- Comply with HIPAA and privacy regulations

## **UCSF Fresno Code of Ethics**

The citizens of California entrust the UCSF Fresno Medical Education Program with the responsibility for providing high-quality teaching, health care and research, and for ensuring the highest standards of ethical conduct and integrity are practiced in meeting these responsibilities. The personal and professional conduct of each member of the UCSF Fresno community is expected to be consistent with and fully comply with these principles. All members of the UCSF Fresno community are expected to engage in the following:

- Integrity – conducting ourselves with integrity in our dealings with and on behalf of the University.
- Respectful behavior – treating everyone with civility, courtesy, tolerance and acceptance, and recognizing the worth, dignity and unique characteristics of each individual.
- Trustworthy conduct – including dependability, loyalty and honesty in communications and actions.
- Accountability – taking personal responsibility for one's actions and decisions.
- Fair and just actions – utilizing equitable processes in decision making.
- Responsible management – including prudent use of University resources in a fiscally responsible manner.
- Compassion – caring for others, both within and apart from the UCSF Fresno community, and providing the highest quality service to patients and humanity.
- Good citizenship – striving to make the UCSF Fresno community function well now and in the future.
- Excellence – conscientiously striving for excellence in our work.

## **Principles of Community**

<http://www.fresno.ucsf.edu/housestaffportal/documents/gmec/CodeofConduct.pdf>

UCSF Fresno is dedicated to learning and teaching in the health sciences. As a graduate medical education campus, UCSF Fresno serves society through four primary missions: teaching, research, patient care and public service. Faculty, staff, housestaff and students on the UCSF Fresno campus are a composite of many races, creeds and social affiliations. To achieve campus goals, individuals must work collaboratively with mutual respect and with forbearance.

Several principles of community life are established to guide individual and group actions at UCSF Fresno. Adherence to these principles is essential to ensure the integrity of the University and to achieve our goals. UCSF Fresno faculty, staff, housestaff and students are asked to acknowledge and practice these basic principles of community life:

- We affirm that members of the UCSF Fresno community are valued for their individual qualities, and members are encouraged to apply their unique talents in creative and collaborative work.
- We recognize value and affirm that social diversity contributes richness to the University community and enhances the quality of life for individuals and groups at UCSF Fresno. We take pride in our various achievements, and celebrate our differences.
- We affirm the right of freedom of expression within the UCSF Fresno community and also affirm commitment to the highest standards of civility and decency toward all persons.
- We are committed to creating and maintaining a community where all persons who participate in University activities can work together in an atmosphere free from all forms of abusive or demeaning communication.
- We affirm the individual right of public expression within the bounds of courtesy, sensitivity and respect.
- We recognize the right of every individual to think and speak as dictated by personal belief, to express individual ideas and to state differences with other points of view, limited only by University requirements regarding time, place and manner.
- We reject acts of discrimination, including those based on race, ethnicity, gender, age, disability, sexual orientation and religious or political beliefs.
- We recognize that UCSF Fresno is devoted to public service, and encourage members of the UCSF Fresno community to participate in public service activities in their own communities and recognize their public service efforts in off-campus community settings.
- We affirm that each member of the campus community is expected to work in accord with these principles and to make individual efforts to enhance the quality of life for all.

## **Medical Student Teaching**

UCSF third year medical students participate in a number of programs in Fresno. Fourth year students from UCSF and other medical schools come to UCSF Fresno for elective rotations. Housestaff are expected to fulfill their role as patient care providers and as teachers. All programs place high priority on the housestaff's responsibility for teaching and acting as role models to the medical students. The main points of the "Student Statement of Principles" include maintaining the highest standards of honesty, confidentiality, respect for others, and responsibility. <http://meded.ucsf.edu/sites/meded.ucsf.edu/files/documents/undergraduate-medical-education/ucsf-medical-student-statement-principles.pdf>

## **Confidentiality of Medical/Patient Information**

The UCSF Fresno MEP upholds the highest standards regarding record confidentiality. Housestaff, faculty, medical students and administrative staff may have access to confidential medical records and patient account information on a need-to-know basis in the course of employment, performance improvement, research, or education/training. All such information is confidential in accordance with patient medical record and information confidentiality laws, rules and regulations. Confidential information shall not be disclosed or otherwise made available to any other person other than the affected patient or appropriate persons involved with the medical care of the patient, research activity or educational process. All discussions of patients among members of the

health care or educational team shall be limited to settings removed from the public ear (e.g., not in elevators, hallways, cafeterias, etc.)

“Confidential information” denotes all information acquired in the course and scope of employment that is obtained by discussion, consultation, examination, treatment, and/or direct access to records. This includes, but is not limited to hospital, medical, or computer records and may include any information held in patient files or any electronic medical record or patient account record.

Faculty, housestaff, medical students, and administrative staff are expected to abide by the policies and procedures established in each institution in which they work/learn regarding patient confidentiality. A violation of policy may result in corrective action up to and including termination of employment or training. A misuse of medical data and/or inappropriate release or disclosure of information may also result in monetary loss and/or prison term for violation of medical privacy, as covered under Federal law (HIPAA).

### **HIPAA/Privacy**

HIPAA: Health Insurance Portability and Accountability Act of 1996 – The Health Insurance Portability and Accountability Act (HIPAA) of 1996 mandated significant changes in the legal and regulatory environments governing the provision of health benefits, the delivery and payment of healthcare services, and the security and confidentiality of individually identifiable, protected health information. The law is composed of two major legislative actions: provisions for health insurance reform and requirements for administrative processes. Complying with all aspects of HIPAA has required that providers and all entities within the healthcare industry (including clinical research) to comply with certain standards in information systems, operations policies and procedures, and business practices.

### **Mid-Level Practitioners in the Training of Housestaff**

Mid-level practitioners are used in many training programs. These practitioners are highly skilled in their particular roles and have specific accountability to staff physicians within their service/department. Some are expected to provide patient care services independent of housestaff while others are supervised by or provide supervision to housestaff. Working with mid-level practitioners forms the type of collaborative patient care becoming the norm in the community. Because the mid-level practitioner may play varying roles, each program must provide guidelines for these interactions as a part of its curriculum. The following are suggested guidelines for use of mid-level practitioners in housestaff training:

#### **Guidelines:**

- a. Curriculum – The role of the mid-level practitioner is defined in the curriculum goals.
- b. Supervision – The program will define the staff supervision of the mid-level practitioner.
- c. The program will indicate the role of the mid-level practitioner in teaching housestaff and provide a mechanism for evaluation by the housestaff.
- d. The program will define a mechanism for resolving conflicts between mid-level practitioners and housestaff.
- e. Training
  - i. The use of a mid-level practitioner should not interfere with training of housestaff.
  - ii. Whenever housestaff and mid-level practitioners are in training together, their roles will be defined by the program.

### **Use of the World Wide Web, University Name, Seal or Logo and Publishing Guidelines**

The University of California has a detailed policy regarding the "Conditions of Use of the World Wide Web" emphasizing applicable laws regarding copyright restrictions; reference to University policies and public laws; restrictions regarding criminal and civil activities; These restrictions also apply to the restricted use of any University name, seal or logo. Guidelines are established for individuals and/or units publishing information on UCSF servers or commercial servers funded by University budgets, advertising, or use of resources for personal purposes.

The guidelines also state that "supervisors shall apply necessary and appropriate corrective action whenever an employee fails to meet the required standards of conduct or performance." Housestaff and students should work with their research coordinators, preceptors, or Program Directors to obtain prior permission if they are searching the World Wide Web for research purposes or for information that may be construed as an illegal activity. For additional details regarding terms and conditions regarding the world wide web and copyright please visit <http://www.ucop.edu/terms/> for information related to the UCSF seal/logo and publishing guidelines please visit the following: <http://identity.ucsf.edu/> and <http://communicators.ucsf.edu/resources/topic.html?topic=seal&title=Use+of+the+UCSF+logo+and+Seal>.

### **Health Care Vendor Policy**

<http://www.fresno.ucsf.edu/housestaffportal/documents/gmec/VendorRelationsPolicy.pdf>

(Relationships between (Pharmaceutical) Vendors and Clinicians) – All employees of the University of California are subject to the conflict-of-interest provisions of the Political Reform Act and to the University of California policies delineated in the Business and Finance Bulletin G-39 (Conflict of Interest Policy). The Health Care Vendor Relations Policy is intended to supplement the aforementioned provisions as follows:

In addition to compliance with the requirements of law, University officers and employees must avoid the appearance of favoritism in all of their dealings on behalf of the University. All University officers and employees are expected to act with integrity and good judgment and to recognize that the acceptance of personal gifts from those doing business or seeking to do business with the University, even when lawful, may give rise to legitimate concerns about favoritism depending on the circumstances.

This policy applies to all university employees and students who are at the UCSF Fresno location.

### **Certifications**

All housestaff are required to be certified in Advanced Cardiac Life Support (ACLS) and Basic Life Support (BLS) with the exception of Pediatrics who must hold a current Pediatric Advanced Life Support (PALS) certification instead of an ACLS certification before beginning their term of employment at UCSF Fresno. Only American Heart Association (AHA) certifications will be accepted.

Each training program, in accordance with the RRC and medical staff requirements, determines the regulations for all other certifications (i.e. ATLS, PALS, NRP, etc.)

All continuing housestaff must renew their certifications as required by that organization and maintain certification throughout their training. Keeping certifications up-to-date is the responsibility of the housestaff. Once training has been completed and you receive your certification card(s), copies must be forwarded to the Office of Graduate Medical Education. Recertification may be arranged with any AHA approved vendor however the course is free through Community Medical Centers Education & Development. To sign up for this free course(s), please refer to the [BLS & ACLS or PALS Certification Policy](#) for instructions.

### **Health Exams, Immunizations and Blood Borne Pathogens**

Physical examination – California law requires that a medical evaluation be performed by a physician as a condition of employment in a hospital and that the housestaff is free of symptoms of any infectious disease. In order to satisfy this requirement, a Pre-Placement Health Statement will be provided to new housestaff prior to employment for completion and signature by a Licensed Health Care Provider.

- **Measles, Mumps, Rubella and Varicella Screening** – All trainees are required to be screened for Measles, Mumps, Rubella and Varicella antibodies. In order to satisfy this requirement, a Pre-Placement Health Statement will be provided to new housestaff prior to employment to document the required titers. Submission of supporting documentation will be required (titers).
- **Hepatitis B** – Vaccination with the recombinant DNA vaccine for hepatitis B is recommended for all health care workers. Full immunization requires 3 doses (the second dose 2 months after the first, then another 5 months later). Post vaccination antibody titers are recommended. Arrangements may be made through CMC Employee Health to initiate/complete the series/to have post vaccination antibody titers



drawn. If a housestaff declines the hepatitis B vaccination upon initial employment, the vaccination declination form within the Pre-Placement Health Statement must be signed.

- **TDAP** – As of 2014 all incoming trainees are required to be immunized for TDAP. In order to satisfy this requirement, a Pre- Placement Health Statement will be provided to new housestaff prior to employment to document the required immunization. Submission of supporting documentation will be required (proof of immunization).
- **Tuberculin Skin Test** – Under current CDC guidelines, individuals in high-risk areas are required to have a two-step tuberculin skin test prior to employment and be tested annually thereafter. All staff with patient contact are considered to be in high-risk areas and must comply with this testing requirement.

New incoming housestaff must 1) provide the results from one TB skin test within a year of their start date, and 2) provide results of a TB skin test within 3 months of their start date or one negative QuantiFERON test within 12 months of start date is acceptable. Individuals with a history of positive TB skin tests are required to submit a copy of the written interpretation of a chest x-ray taken within one year of start date.

Annual TB skin tests will be provided by Community Medical Center free of charge. Program offices (and housestaff) will be notified when housestaff are due for screening. Continuing trainees that have a history of positive TB skin tests only need to submit a Continuing Health Statement, which includes a sign and symptom review. UCSF Fresno GME will monitor compliance with these requirements.

Appointment and continued employment may be held in abeyance pending housestaff participation each year in required health screening.

### **ACGME Competencies**

The ACGME has directed that all GME training programs insure that each housestaff demonstrate six core competencies:

- **Patient Care** that is compassionate, appropriate, and effective for the treatment of health problems and the promotion of health.
- **Medical Knowledge** about established and evolving biomedical, clinical, and cognate (e.g. epidemiological and social-behavioral) sciences and the application of this knowledge to patient care.
- **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.
- **Interpersonal and Communication Skills** that result in effective information exchange and teaming with patients, their families, and other health professionals.
- **Professionalism** as manifested through a commitment to carrying out professional responsibilities, adherence to ethical principles, and sensitivity to a diverse patient population.
- **Systems-Based Practice** as manifested by actions that demonstrate an awareness of and responsiveness to the larger context and system of health care and the ability to effectively call on system resources to provide care that is of optimal value.

The Residency Review Committee (RRC) for each specialty is responsible for assuring that every training program has a curriculum for teaching the competencies. Specialty groups developed outcomes-based milestones as a framework for determining housestaffs' performance within the six ACGME Core Competencies.

### **Why Should I Care About the Competencies?**

- The UCSF Fresno Graduate Medical Education Office is regularly reviewed by the ACGME to assure that it is in substantial compliance with all ACGME requirements. Part of these reviews includes our housestaffs' familiarity with the six general competencies, and how well they are doing in terms of the competencies.
- All our programs are required to have written goals and objectives for each rotation or educational experience that incorporate the specific general competencies you must achieve in order to pass the rotation. You should receive a copy of these goals and objectives on an annual basis.

- Your program will be evaluating your performance in terms of the general competencies. You will see the general competencies reflected in evaluations from your faculty and other groups such as patients, peers, clinical staff, families, etc.
- The ACGME surveys housestaff annually about all aspects of their educational programs, including integration and understanding of the general competencies. Responses that indicate a lack of personal awareness or integration of the competencies in the curriculum or evaluation process reflect poorly on your program and may lead to citations from an ACGME accreditation site visit.
- Residents in programs undergoing ACGME Site Visits or “internal reviews” will be questioned about the general competencies. You could be asked questions designed to assess your knowledge of and experience with general competency issues, or you may be asked to self-assess how well you are doing on each one.

### **General Duties/Responsibilities**

A housestaff is an individual at any level of graduate medical education in a program accredited by the Accreditation Council for Graduate Medical Education (ACGME) or sponsored by UCSF Fresno and having a developed curriculum and course of study. Trainees in subspecialty programs and in fellowships are specifically included. Graduate medical education programs focus on the development of clinical skills and professional competencies. Housestaff are classified according to their postgraduate year (PGY 1-7) of training.

Housestaff are expected to conduct themselves as professionals in all situations. As such, housestaff are expected to dress appropriately, use appropriate language, refrain from actual or perceived harassment, and interact with patients, families, and co-workers in a congenial and constructive manner. This also includes answering pages, being responsive to families, program offices, and GME administration.

Housestaff are responsible to the Program Director to whom they have been assigned for all matters pertaining to the professional care of patients. They are responsible to the Associate Dean and the Chief Medical Officer/Chief of Staff at each facility to which they are assigned for matters of administrative policy and procedure.

As a part of their training program, housestaff will be given progressive responsibility for the care of the patient. The determination of a housestaff’s ability to provide care to patients without a supervising physician present, or act in a teaching capacity, will be based on documented evaluation of the housestaff’s clinical experience, judgment, knowledge, and technical skill. This includes the direct supervision of more junior housestaff and students within the supervising housestaff’s defined competencies and remains under the responsibility of the supervising faculty. Ultimately, it is the decision of the supervising faculty as to which activities the housestaff will be allowed to perform within the context of the assigned levels of responsibility.

Housestaff commit to demonstrate an understanding and acceptance of their personal role in the following:

- assurance of the safety and welfare of patients entrusted in their care
- provision of patient- and family- centered care
- assurance of their fitness for duty
- management of their time before, during and after clinical assignments
- recognition of impairment, including illness and fatigue, in themselves and in their peers
- attention to lifelong learning
- monitoring of their patient care performance improvement indicators
- honest and accurate reporting of duty hours, patient outcomes, clinical experience data and other educational and clinical parameters as requested by the GME program, institution, and ACGME
- knowledge of the limits of his/her scope of authority, and the circumstances under which he/she is permitted to act with conditional independence

## Housestaff Responsibilities

The UCSF Fresno Medical Education Program is centered on the six core competencies of the ACGME. These competencies are reflected in all aspects of the training program. The goal of this competency-based education is to graduate physicians who are competent to enter practice without direct supervision. To this end, several job responsibilities prepare the housestaff for this aim:

- Fulfill all requirements established by the appropriate accrediting body; ACGME, Fellowship Council, AAST and/or CODA; UCSF Fresno, Bylaws and Rules and Regulations of the Medical Staff of facilities to which housestaff may rotate.
- Perform all duties in accordance with the established practices, procedures, and policies of the institution, and those of its programs, clinical departments, and other participating sites to which the housestaff is assigned, including California state licensure requirements for physicians in training.
- Perform all duties in compliance with applicable regulatory standards. This includes required licensing, knowledge base and education to ensure compliance with state, federal, JCAHO, Title XXII, and other guidelines.
- Participate in program improvement activities, committees and councils, especially those that affect education or patient care at the program, institution or participating site level.
- Participate in safe, effective, and compassionate patient care under supervision commensurate with their level of advancement and responsibility and the knowledge of the limits of his/her scope of authority, and the circumstances under which he/she is permitted to act with conditional independence. Each housestaff is responsible for communicating to the supervising faculty significant issues as they relate to patient care.
- Develop an understanding of ethical, socioeconomic, and medical/legal issues that affect graduate medical education and how to apply cost containment measures in the provision of patient care assist both medical students and fellow housestaff in meeting their professional obligations by serving as teachers and role models.
- Comply with established ethical behavior and practices.
- Inform the person(s) that the program designates in the case of an absence.
- Housestaff are expected to develop a personal program of self-study and professional growth.
- Provide safe, effective, and compassionate patient care under supervision commensurate with level of training and responsibility.
- Document all procedures and/or case logs according to their program requirements.
- Participate in the evaluation processes specified by the program/institution.
- Complete medical record documentation that is timely, accurate, and legible. Follow the participating sites policy regarding completion of medical records.
- Abide by duty hours requirements as specific by the program/institutional policy; accurately report duty hours.
- Satisfactorily complete all rotations.
- Be knowledgeable about rotation goals and objectives prior to the start of a rotation. Questions about goals and objectives of a rotation should be clarified with the supervising faculty.
- Participate fully in the educational and scholarly activities of the program. Expected levels of attendance for educational activities will be set by each program and these should be met.
- Report any breaches of standards and contribute to improvement processes.
- Perform other related duties as assigned.

## ID Badges

A UCSF Fresno photo identification name badge and a CRMC badge will be issued to each housestaff. Both badges must be worn at all times and will provide entry to both CRMC and the UCSF Fresno building. Only a legal name and credentials (MD or DO) will be printed on the badge. The original ID badges are provided by the Graduate Medical Education office at no charge. There is a \$25 (amount subject to change) badge replacement fee for lost or stolen badges. If the ID badges are damaged and you still have them, they will be replaced free of charge. Appropriate badges should be worn based upon the site you are rotating at.

## **Call Schedules**

On-line call schedules can be found at [www.amion.com](http://www.amion.com). Housestaff should check with their program office for password information in order to access the call schedule information. Each program is responsible for keeping schedules up-to-date. Questions about the posted schedule should be directed to program offices directly. Housestaff taking call from home should check with their respective Program Director regarding any response time requirements.

## **Rotation Schedules/Off Campus Rotations**

The location of program rotation schedules varies by program. Housestaff should check with their program office for further information. Housestaff should check with their home program office prior to beginning rotations at an affiliated site to obtain the necessary procedures for reporting to the rotation site. Upon arrival for a rotation in an affiliated hospital, Housestaff must report to the appropriate office to complete necessary paperwork. Housestaff are responsible for adhering to the policies and procedures established by the GMCC, the institutions in which they function and their individual training programs.

Housestaff will adhere to the duty schedules (rotation and call) as announced by the Program Director or designee. Requests for changes in assigned schedules must be cleared using procedures established by the appropriate program office. Informal, unapproved "switches" in schedules between housestaff are not acceptable.

If you wish to do an off-campus elective/rotation you must complete the necessary paperwork and receive permission from the Assistant Dean of GME. Please work with your Program Coordinator regarding this process. The policy and paperwork can be found at: <http://www.fresno.ucsf.edu/housestaffportal/documents/gmec/OffCampusRotations.pdf>.

## **E-mail Accounts**

All housestaff will be assigned a UCSF Fresno e-mail account at the time they begin training. Accounts are set up by the UCSF Fresno Information Technology Services (499-6660). UCSF Fresno email accounts will not be forwarded to another e-mail account. Communication to housestaff will be done via UCSF e-mail. Housestaff are responsible for the content of their UC email and are expected to check their UC email accounts on a regular basis.

## **Employment and Academic Documents**

All employment and academic documents must be in English or must be accompanied by an English translation. Documents in their original language must be submitted with the authorized, complete, and exact English translation issued by the university, a government agency, or a certified translation agency.

## **Promotion/Annual Contract Paperwork**

For promotion requirements specific to your program/specialty please refer to the training program policy & procedure manual. The institution has an overall promotion policy that can be found at: <http://www.fresno.ucsf.edu/housestaffportal/documents/gmec/ResidentPromotionPolicy.pdf>. Contracts are completed on an annual basis (July-June) and must be renewed each year (March-May), housestaff will be asked to complete an updated health statement, attestation, and a PPD reading. At the discretion of the Associate Dean, housestaff will be pulled from clinical services to complete the necessary paperwork.

## **Graduation Ceremony/Certificates of Completion**

Each year, UCSF Fresno holds a graduation ceremony for all trainees who are graduating from their training program. The exception to this policy applies to Psychiatry residents who have not completed their training program but are fast tracking into a fellowship, they may participate in the graduation ceremony. Housestaff who are off cycle and may graduate at a later date should participate in the graduation ceremony (with their class) unless they choose to wait until the next available ceremony (held annually in June).

Certificates are issued to individual trainees who have met the requirements of the training program. The exception to this policy applies to Psychiatry residents who are fast tracking into a fellowship, they will receive a certificate that verifies their training dates. Chief residents who are completing a true Chief Resident program

(extra year of training program) will be issued a certificate verifying their dates as a Chief Resident. Non-UCSF employed housestaff will receive a certificate if the program has been approved through sizing and the GME office has received a final evaluation in advance. For the full policy please visit:

<http://www.fresno.ucsf.edu/housestaffportal/documents/gmec/CertificatesProgramCompletion.pdf>.

### **Duty Hours**

<http://www.fresno.ucsf.edu/housestaffportal/documents/gmec/DutyHoursPolicy.pdf>

Housestaff duty hours are governed by ACGME guidelines and are monitored by the Graduate Medical Education Committee via its Duty Hours Subcommittee and individual programs. All efforts should be made to maximize educational opportunities while minimizing fatigue and service requirements. Monitoring duty hours is intended to minimize the possibility of fatigue related errors and to enhance the learning environment. Housestaff are required to comply with the duty hours requirements and report their hours completely and accurately. Failure to report hours completely and accurately constitutes grounds for disciplinary action ranging up to and including dismissal from the UCSF Fresno. As part of the orientation process housestaff sign a statement that includes language from the ACGME Common Program Requirements indicating their understanding and agreement that it is the housestaff's responsibility to report duty hours accurately, honestly and in a timely fashion.

### **Moonlighting**

<http://www.fresno.ucsf.edu/housestaffportal/documents/gmec/MoonlightingPolicy.pdf>

UCSF Fresno believes that each housestaff is to achieve the goals and objectives of their training program, which, is to produce in the broadest sense the fully competent physician capable of providing high quality care to his/her patients. Without compromising the goal, it may be feasible for some housestaff to seek outside professional activities – “moonlight” – if they adhere to the guidelines within this policy. Housestaff are responsible for ensuring moonlighting and other outside activities do not result in fatigue that might affect patient care or learning. Housestaff are responsible for complying with their program Duty Hours Policy which must be consistent with the UCSF Fresno Duty Hours in the Learning and Working Environment Policy.

- **Internal Moonlighting** is defined as extra work for extra pay performed at a site that participates in the housestaff's training program. This activity must be supervised by faculty and is not to exceed the level of clinical activity currently approved for the trainee. While performing internal moonlighting services, housestaff are not to perform as independent practitioners. Internal moonlighting hours must be documented in e-Value, and they must comply with the UCSF Fresno Duty Hours in the Learning and Working Environment Policy and the individual's training program's policy.
- **External Moonlighting** is defined as work for pay performed at a site that does not participate in the housestaff's training program. External moonlighting hours must be documented (including days, hours, location, and brief description of type of service(s) provided) in order to comply with Medicare reimbursement requirements for GME. UCSF Fresno requires all moonlighting hours be documented in e-Value. For external moonlighting and some internal moonlighting, the trainee is not covered under the University's professional liability insurance program as the activity is outside the scope of University employment. The trainee is responsible for his/her own professional liability coverage (either independently or through the entity for which the trainee is moonlighting), DEA licensure, Medicare (or other governmental) provider number and billing training, and licensure requirements by the California Medical Board any other requirements for clinical privileging at the employment site.

It is the responsibility of the housestaff to obtain written permission to moonlight from the program director prior to beginning the moonlighting activity. This is true both for internal and external moonlighting (see definitions above). The program director will monitor housestaff performance in the program to ensure moonlighting activities are not adversely affecting patient care, learning or fatigue. If the program determines the housestaff's performance does not meet expectations, permission to moonlight will be withdrawn. Monitoring information will be reviewed periodically by the Duty Hours Subcommittee and reported to the GMEC.

## California Medical Licensure

<http://www.fresno.ucsf.edu/housestaffportal/documents/gmec/LicensurePolicy.pdf>

The California Business and Professions Codes Section (2065-2066) permits medical and osteopathic school graduates to practice medicine under the following conditions:

- Graduates of US or Canadian medical schools may participate in ACGME accredited programs unlicensed for no more than a total of 24 months: however they must be registered with the medical board. Registration with the medical board will be completed with the required orientation documents, due in advance of orientation. The California Medical Board requires a minimum of 12 months of training in a single ACGME accredited program and a passing score on the USMLE Step III to qualify for medical licensure. A license must be obtained by the first day of the 25th month of training. In calculating these months, the Board counts all approved training in the US (ACGME) or Canada (RCPSC), whether or not credit was granted.
- Graduates of medical schools outside of the United States. International medical graduates may participate in ACGME accredited programs unlicensed, with a valid Postgraduate Training Authorization Letter ([http://www.mbc.ca.gov/Forms/Applicants/application\\_international.pdf](http://www.mbc.ca.gov/Forms/Applicants/application_international.pdf)) from the California Medical Board, for no more than a total of 36 months: however they must be registered with the medical board. Registration with the medical board will be completed during orientation. The Medical Board requires a minimum of 24 months of training in an ACGME accredited program (final 12 months must be completed in one program) and a passing score on the USMLE Step III to qualify for medical licensure. A license must be obtained by the first day of the 37th month of training. In calculating these months, the Board counts all approved training in the US (ACGME) or Canada (RCPSC), whether or not credit was granted.

During the orientation process, incoming unlicensed housestaff will complete a Postgraduate Training Registration Form (PTRF) that UCSF Fresno will provide to the appropriate medical board. This form notifies the appropriate medical board of the housestaff's registration with a specific training program.

*It is the responsibility of the Housestaff to know, understand and meet all applicable licensure laws.*

## Licensure Resources

To facilitate the complicated process of obtaining a medical license, GME sponsors a license fair, which is held annually in early spring at the UCSF Fresno building. At one location, trainees will have access to a notary public, pictures, fingerprinting services, and the necessary forms. The GME office also has developed a toolkit to provide links to websites and forms necessary for the licensure application <http://www.fresno.ucsf.edu/housestaff-portal/toolkit-licensedea-application-process/>.

If a trainee is unable to attend the licensing fair, he/she must follow the procedures outlined on the website of the Medical Board of California ([www.mbc.ca.gov](http://www.mbc.ca.gov)) or the Osteopathic Board of California ([www.ombc.ca.gov/](http://www.ombc.ca.gov/)). The licensure process can take six to nine months before a license is issued. Please submit all required documents and application fees to your appropriate medical board six to nine months prior to the requirement of licensure (see California Business and Professions Code, Section 2065 & 2065).

## Initial/Renewal Licensure

UCSF Fresno expects all housestaff to receive and renew their licensure as soon as possible and within indicated deadlines. Housestaff are professionally responsible for receiving and maintaining a current, valid medical license. Practicing medicine without a valid license may lead to disciplinary action. California state law specifically prohibits licensed physicians and those required to have a license to continue training, from practicing without a valid license. It is the expectation of the UCSF Fresno residency training programs to require housestaff to meet the state law and have no clinical contact if they do not have a valid license. The California medical board will fine both the housestaff and the program director \$2,500.00, if this law is violated (see California Business and Professions Code, Section 2065 & 2065).

If an individual has not received or renewed their license within the required timeframe, the housestaff will be restricted to non-clinical duties, may use vacation if available, or other appropriate leave, which may include suspension without pay or termination from the residency training program. The program should follow the leave process for reporting requirements and notification regarding board eligibility and the effects of leave.

### **DEA Requirements**

<http://www.fresno.ucsf.edu/housestaffportal/documents/gmec/DEAPolicy.pdf>

All UCSF Fresno training programs require housestaff to obtain DEA certificates. Housestaff should check with their program offices regarding specific requirements and procedures for obtaining DEA numbers and the tamper-proof triplicate prescription blanks. Some programs may qualify for a DEA fee exemption. Please see the licensure policy for more information.

- Registration – a physician licensed in the State of California may apply for a Drug Enforcement Administration number either by completing DEA Form #224 online ([www.deadiversion.usdoj.gov](http://www.deadiversion.usdoj.gov)) or by mail. Fees must be paid when the DEA Form #224 is submitted.
- Fee Exemption – exemption from payment of application fee is limited to federal, state or local government official or institution and as employees of UCSF Fresno, all residents and fellows qualify for the fee exemption. Please use your Program Director's name as the certifying official supervisor when applying for the fee exemption. Refer to the full policy for additional details. However, if the "fee exemption" classification is used, the DEA number is valid only at UCSF Fresno training sites and is not valid for external moonlighting

Each program has different policies regarding the ordering of prescription triplicate blanks for their housestaff. Please contact your residency/fellowship coordinator.

### **Chief Residents Committee**

UCSF Fresno has established a Chief Residents Committee charged with providing input to the Assistant Dean for GME and the DIO on matters affecting medical education. Membership includes chief resident representatives from each training program.

Members of the Chief Residents Committee are in a unique position to share information with their peers and bring questions/concerns to the attention of administrative staff. As part of their Chief Resident assignment, they are encouraged to disseminate information to and bring forth issues from their colleagues.

A Chief Resident orientation is held at the beginning of each academic year to review responsibilities and expectations.

### **UCSF Fresno Resident Council**

In 2010, UCSF Fresno started its very first Resident Council. The Council consists of peer selected housestaff officers from a variety of programs and all housestaff are welcome to join. Their mission is to provide housestaff an active voice with regard to the decisions of the Graduate Medical Education Committee (GMEC). The Council also focuses on housestaff well-being and promoting educational interest by offering grants throughout the academic year. For more information please visit their website at <http://www.fresno.ucsf.edu/housestaff-portal/resident-council/>.

### **Committee Membership**

UCSF Fresno recognizes the importance of housestaff participation on committees that affect patient care and/or educational training. There are a number of committees that encourage housestaff representation, in addition to your program. Please check with your program for additional information if you are interested in serving. If you are asked to serve, your participation on these various committees is invaluable and appreciated.

### **Medical Records Completion and Delinquency Policy**

Medical record/electronic health record entries must be completed promptly, dated and authenticated by the author within fourteen (14) days following the patient's discharge. A medical record/electronic health

record/electronic health record lacking any required element or required authentication is considered incomplete. Medical record/electronic health records that are incomplete for any reason 14 days after discharge are considered to be delinquent. Housestaff are expected to adhere to the same policy as members of the medical staff in regard to medical record completion. Furthermore, academic credit can be withheld, at the prerogative of the Program Director; housestaff may also be suspended for failure to comply with the timely completion of medical records. The involved individual has the right to challenge this decision via the established UCSF Fresno Academic Due Process and Leave Policy. See CMC Policies – Medical Staff – Medical Record Suspension. Note: In the event another facility does not have a policy regarding the completion of medical records, this policy would apply.

## **C. Payroll Services/Salary/Benefits/Leave**

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Information related to salary can be managed through *At Your Service*:  
<https://atyourserviceonline.ucop.edu/ayso/>.

### **Payroll**

All housestaff are paid monthly on the first of each month, for the month prior. If you didn't provide a direct deposit authorization form, your paycheck will be mailed to the address on file. You may enroll or change direct deposit by visiting *At Your Service*.

### **Salary**

Concurrent with appointment to the UCSF Fresno MEP, housestaff are employees of UCSF. Housestaff are exempt, salaried employees of UCSF and are not eligible for overtime compensation or extra duty pay.

- Salary scales for housestaff are set by the Regents of the University of California and are reviewed annually by the UCSF Fresno GMEC. Employment packages describe Fresno pay and benefits.
- Salary amounts are contained in the UCSF Fresno appointment contract and are also available from each program office, the UCSF Fresno Office of Graduate Medical Education, or on the UCSF Fresno Housestaff Portal site at <http://www.fresno.ucsf.edu/housestaff-portal/resourcesforms/>

### **Educational Funds**

Individual programs will receive educational funds each academic year (currently \$500.00 maximum per academic year) for all eligible housestaff. Funds are to be used for educational purposes as defined in departmental policies and can be disbursed in any of the following ways:

- Programs can receive the entire amount and reimburse housestaff for approved expenses.
- Programs can elect to have a portion of the educational funds set aside for educational materials/programs purchased by the program for the housestaff use. Remaining educational funds can be paid to residents/fellows directly through their paychecks (less taxes).
- Programs can have their housestaff receive the entire maximum amount directly in their pay checks (less taxes).

The calculation for available educational funds will be based upon approved specialty medical education training program years (i.e. Internal Medicine = 3 years, Surgery = 5 years, Family Medicine = 3 years, etc.).

Housestaff beginning training after September 15th will not be eligible to receive educational funds in that academic year. However, they will receive the full educational funding stipend by the last academic year of their training at UCSF Fresno.

Educational funds are provided annually to housestaff according to individual program policy. It is the individual program's responsibility to develop a policy with respect to allowable educational expenses and how residents/fellows will be reimbursed for those educational expenses.



Housestaff must be on UCSF Fresno payroll no later than September 14<sup>th</sup> at the time the educational fund is requested and with the expectation of continued education for the academic year within a UCSF Fresno program. Housestaff who are not employed by the University are not eligible for educational funds.

### **Chief Resident Stipend**

Chief Residents shall be compensated one hundred fifty dollars (\$150) per calendar month for their services. Co-chief resident assignments are compensated at appropriate prorated amounts.

- Chief Residents will be selected by their Program Director with concurrence from the Office of Graduate Medical Education.
- The duties of the Chief Residents will be defined by their Program Director and may be rotated among the residents.
- Residents who are appointed to an additional year beyond the normal residency training period for that program to serve as Chief Resident (i.e. PG4 residents in Internal Medicine) will be compensated at the appropriate PG level pay range and are not be eligible for the additional monthly chief resident stipend.

### **Retirement Contribution**

Based on your employment by the University as a Housestaff Physician you are required to contribute 7.5% of your monthly wages to the UC's Defined Contribution Plan-Safe Harbor Account. (NOTE: Only a few/rare exceptions to this requirement might prevail, e.g., due to visa/tax-treaty status). Enrollment is automatic and begins the first day of an eligible appointment. This automatic contribution into your own pre-tax UC Retirement Savings account is in lieu of the requirement to pay Social Security payroll taxes. These contributions default into a relatively conservative investment option among the UC-managed CORE Funds availability at Fidelity Retirement Services. To learn more about changing prospective investment options and/or making changes to existing accumulations/investments, the participant would be well-advised to log into Fidelity's website at [www.netbenefits.com](http://www.netbenefits.com). There are no provisions to opt-out of DCP SH participation nor are there any options to opt-in to Social Security. Upon separation from the University you may leave your funds with Fidelity if you have more than \$2,000 in the plan, request a distribution to be paid to you or arrange for a direct rollover of your money to an IRA or other qualified employer plan.

### **W-2s**

Housestaff can opt to receive their W-2s electronically through *At Your Service*; otherwise they will be mailed by the January 31<sup>st</sup> deadline to the address on file through payroll.

### **Benefits**

Housestaff are employees of the University of California, San Francisco and are eligible to participate in housestaff benefits such as health, dental, vision, life, accidental death and dismemberment and long-term-disability plans offered through the UCSF School of Medicine. These benefits, options, and annual premiums are re-negotiated annually by UCSF Human Resources on behalf of GMEC and the Associate Dean for GME.

The benefit plans for housestaff are different from the various plans offered to faculty and staff employees. Information regarding plan choices are available at <https://hr.ucsf.edu/hr.php?A=1575&AT=cm&org=c>.

Open Enrollment takes place in the months of June and July of each year with a July 1<sup>st</sup> effective date. New enrollment and/or changes in coverage must be made during this period of time; elective changes are not allowed at any other time during the academic year. Upon initial selection of coverage and enrollment, the effective date of coverage will be retroactive to the date of employment. The trainee and eligible dependents or a domestic partner must be registered. To add a domestic partner, the Declaration of Domestic Partnership form must be completed with an enrollment form. If dependents are acquired during the year, they may be added within 31 days of a marriage, divorce, birth or adoption. Deletions of dependents can be done at any time of the year. Adding or deleting domestic partners can be done any time of the year. At the time of separation from the University, continued insurance coverage under the terms of COBRA may be elected. Housestaff have 60 days from the date of employment to arrange COBRA coverage and may continue COBRA benefits for up to 18 months.

Additional information regarding this coverage is available with UCSF Fresno Human Resources or at <http://hr.ucsf.edu/hr.php?A=157&AT=cm&org=c>.

### **Life Insurance and Accidental Death & Dismemberment**

Housestaff enrolled in any health insurance plan have coverage under life insurance and accidental death and dismemberment insurance in the amount of \$50,000. UCSF Fresno Human Resources provides a "Designation of Beneficiary" form at the time of employment. This designation may be changed at any time by filing a new form with UCSF Fresno Human Resources.

### **Long-Term Disability**

Long-term Disability (LTD) insurance is provided to housestaff and clinical fellows enrolled in any health insurance plan. Specific information or claim forms are available at <https://hr.ucsf.edu/hr.php?A=1684&AT=cm&org=c> from UCSF Fresno Human Resources.

### **Workers' Compensation Insurance**

[http://www.fresno.ucsf.edu/residentinfo/workers\\_comp.html](http://www.fresno.ucsf.edu/residentinfo/workers_comp.html)If a trainee sustains a work-related injury, Blood/Body Fluid Exposure or illness, he/she is eligible to receive benefits under the workers' compensation laws. This program is designed to guarantee medical attention for the injury or illness and to ensure regular monetary benefits as a means of financial support while medically unable to return to work. The University pays the premiums for this program. Initial management including counseling, assessment of risk and treatment (including medications) will be initiated at the training site where the incident occurs. Report to Employee Health Services during office hours or the Emergency Department after hours. **You must contact UCSF Fresno Human Resources at 559-499-6416 within 24 hours of the occurrence for further instructions.** Housestaff may be required to sign a release of information so that records can be obtained from the site where the incident occurred. Information regarding workers' compensation and its activation process is available upon request from UCSF Fresno Human Resources.

### **Disability Management Service Office**

Disability Management Services administers the UCSF worker's compensation program and facilitates return-to-work initiatives and reasonable accommodation for individuals who have or who may develop health problems affecting employment. These processes comply with the institutional leave policies.

### **Professional Liability**

Residents and fellows (and medical students who are regularly matriculated and following a regularly prescribed course of study in the health sciences) in approved UCSF Fresno training programs are provided professional liability coverage by the Regents of the University of California self-insured program. This coverage is for claims that occur within the course and scope of their University training activities (provided actual fraud, corruption or malice on the part of the individual is absent). This includes claims reported or filed after the completion of the program (in private occurrence-based policies, this is known as 'tail' coverage). Insurance coverage for elective, off-site rotations is not automatic. Coverage for elective off-site rotations is determined on a case-by-case basis as part of the off-site rotation approval process.

A copy of a generic Professional Liability Certificate can be located at:  
[http://www.fresno.ucsf.edu/housestaffportal/documents/RM\\_PL\\_Insurance\\_Certificate.pdf](http://www.fresno.ucsf.edu/housestaffportal/documents/RM_PL_Insurance_Certificate.pdf).

*NOTE: UCSF professional liability coverage does not include external moonlighting activities (e.g. activities which have NOT been assigned or approved as part of UCSF Fresno training program).*

### **Risk Management – UCSF**

UCSF Fresno Risk Management Services serves as an active, cooperative liaison between UC physicians and the risk management programs of affiliated facilities. For questions about risk management issues, contact UCSF Fresno Risk Management at 559-499-6407. Contact Risk Management immediately upon receipt of any legal notice such

as a deposition, subpoena, notice of intent to sue, or legal complaint. The UCSF Fresno Risk Management office can also provide verification of coverage when required.

### **Housestaff Leave**

<http://www.fresno.ucsf.edu/housestaffportal/documents/gmec/LeavePolicy.pdf>

UCSF Fresno supports a work and training environment that offers solutions to the complex issues individuals face in balancing their work and family commitments. For this reason UCSF Fresno has adopted the following guidelines regarding leave time for housestaff, including leaves of absence. Any leaves of absence identified as a part of the UCSF Fresno Academic Due Process policy are not covered under this policy. Reporting of leave of absences related to Due Process should be discussed with the GME office on a case by case basis.

### **Leave Process**

All leave time is subject to UCSF Fresno department and/or program approval. Paid leave will be based on the normal academic year. If a housestaff begins training outside of the normal academic year, vacation, sick and educational leave will be prorated from the beginning of the training year to the end of the normal academic year on June 30.

### **Duration of Leave**

The total length of any leave together (paid and unpaid) may not exceed four (4) calendar months unless the Program Director requests approval for an extended leave and financial support from the Associate Dean. Consecutive leaves of absences cannot be granted for more than one (1) year in duration.

If, as a result of a leave, additional training experiences are necessary in order for the housestaff to satisfy Board or RRC requirements the provision of make-up training is subject to the availability of an appropriate residency position, the operational needs of the department (including funding constraints) and the requirements of applicable law and University policy.

### **Effect on Board Certification & Program Completion**

If a trainee requests a leave of absence, the program is required to notify the resident within a timely basis regarding the impact the leave will have on their training requirements and eligibility to participate in the certifying board exam. Before the leave occurs, programs should refer housestaff to the following link for information related to board requirements on leaves of absence and certification eligibility.

<http://www.fresno.ucsf.edu/housestaff-portal/board-eligibility/>.

Absences/Leaves (including Sick Leave) from the training program may jeopardize the resident/fellows approval of credit for training; or additional training may be required by the specialty Board/RRC. *Programs must notify the housestaff and the GME office if additional time is required to complete training within 15 work days of the housestaff's return to work.*

### **Benefit Status During Leave**

Housestaff are eligible to maintain insurance coverage during any leave of absence for up to seven (7) months as long as they pay their portion of their premium contribution (if applicable). If the leave extends beyond seven (7) months housestaff have the option of maintaining insurance coverage for the remainder of the leave by reimbursing the University the total cost of their insurance coverage (University's contribution plus the housestaff premium contribution, if applicable) on a monthly basis.

Premium payments must be made payable to the "UC Regents" and delivered or mailed to: UCSF Fresno, Attention: Human Resources 155 N. Fresno Street Fresno, CA 93701. Any payment covering insurance benefits must be received on the first of the month in which the coverage is applicable. Late payments will initiate termination of benefits and COBRA Continuation Coverage information will be forwarded to the housestaff at the address of record. Group coverage may be continued under COBRA benefits for up to 18 months.

Leave categories referred to within this policy are summarized below:

### **Paid Leave**

- Vacation/Educational Leave – Leave that is used at the discretion of the housestaff with program approval.
- Sick Leave – Leave that is used in the event of personal illness or injury; or illness, injury or death of an immediate family member.
- Short Term Military Leave
- Jury Duty
- Bereavement (sick leave)

### **Unpaid Leave**

- Medical Leave – leave without pay for illness, including any pregnancy related illness (includes CFRA & FMLA)
- Personal Leave – Leave without pay for any reason.
- Extended Term Military Leave

### **Vacation Leave**

Vacation leave with compensation shall be fifteen (15) days per academic year. In addition to any department regulations concerning vacations, all vacation time must be scheduled with the prior approval of the designated department faculty member and/or Program Director. As a general rule, vacation time does not carry forward from year to year and must be scheduled and taken in the same academic year the vacation is earned.

### **Educational Leave**

Educational leave with compensation shall be five (5) days per academic year. To the extent that a housestaff's department does not include educational leave as a portion of the annual vacation leave, each housestaff is entitled to use the department educational leave days consistent with the policies and procedures of the department. Educational time does not carry forward from year to year and must be scheduled and taken in the same academic year the educational leave is earned.

### **Sick Leave**

Sick leave with compensation shall be twelve (12) days per academic year for personal illness, bereavement or disability. In addition, any remaining educational or vacation leave may be used to cover illness or disabilities that exceed twelve (12) days of sick leave. Any incidents of sick leave over 3 consecutive calendar days may require medical certification from the housestaff's health care provider. *Programs must notify HR if a housestaff is on sick leave for 3 consecutive calendar days or more so that they will receive Family and Medical Leave information that describes rules and regulations under the policy.* Sick leave does not carry forward from year to year and must be taken in the same academic year the sick leave is earned.

### **Bereavement (Sick) Leave**

Upon the death of an immediate family member (parent, spouse, child, grandparent, grandchild, sister, brother, mother-in-law, father-in-law, or domestic partner w/affidavit on file w/UCSF Fresno Human Resources Office), housestaff may request up to 3 days of bereavement in the form of sick leave to make arrangements and/or attend the funeral. Housestaff must discuss the amount and any additional time needed with their Chief and/or Program Director.

### **Disability Benefits**

Please note housestaff are not eligible for, nor covered by the state of California for short-term disability insurance. However, housestaff enrolled in the UCSF Housestaff Benefits Plan are entitled to disability coverage following 30 consecutive days of "total disability." For more information, please contact UCSF Fresno Human Resources at 559-499-6416.

### **Family & Medical Leave Act (FMLA)**

Family and medical leave is provided to housestaff for an eligible serious health condition of their own, or the serious health condition of the person's child, spouse or parent. Medical leave may be requested for a medical condition affecting his/her ability to continue in a training program or provide patient care. These leaves must include the use of vacation leave and sick leave at the onset of the leave. The duration of the family medical leave must conform to one's departmental, Board, and RRC requirements together with applicable state and federal law (California Family Rights Act of 1993, and the Federal Family and Medical Leave Act of 1993).

FMLA allows for qualified employees to take leave of up to twelve (12) workweeks in a calendar year, continuance of health plan coverage, and employment reinstatement rights due to:

- Employee's own serious health condition;
- Care for child, parent, spouse, or domestic partner (same sex or opposite sex) with a serious health condition; or
- Care for a newborn child or a newly placed adopted/foster child (applicable for both maternity and paternity leave).

In order to qualify for FMLA, housestaff must meet the following two criteria:

- Provided at least 12 months of University service (does not need to be continuous); and
- Worked at least 1,250 hours in the 12 months immediately preceding the leave (these are actual hours worked – including overtime – and do not include time on vacation, sick leave, or other paid leave).

### **Pregnancy-Related Disability (FMLA Related)**

The California Family Rights Act allows for an additional twelve (12) workweeks of leave after the birth of a child for pregnancy-related disability. This leave is in addition to the (12) workweeks of Family and Medical Leave in a twelve-month period. Housestaff may elect to use accrued sick leave, vacation leave and educational leave to remain on full pay status for the initial period of the leave. The total duration of the maternity disability leave (paid and unpaid) may not exceed 24 calendar weeks.

### **Paternity Leave (FMLA Related)**

Paternity leave is covered under the Family and Medical Leave Act (FMLA). Housestaff employed by UCSF Fresno for one year, who have worked 1,250 hours in the previous 12 months, and have a qualifying status change, are eligible for Family Medical Leave. Housestaff who do not qualify for paternity leave may request an unpaid personal leave of absence from their program. Approvals are subject to the requirements of applicable law, the program, the appropriate specialty Board and the RRC. If UCSF Fresno employs both parents, UCSF Fresno reserves the right, if consistent with system-wide University policy, to limit employees to a combined total of 12 weeks of family leave.

If the event necessitating the leave is based on the expected birth, placement for adoption or foster care, or planned medical treatment for a serious health condition, the housestaff must provide at least 30 days advance notice before leave is to begin. If 30-day notice is not practicable, notice must be given as soon as practicable. Housestaff must request for a leave of absence in writing.

### **Jury Duty**

Housestaff called to Jury Duty or to Grand Jury Duty will not suffer a loss of regular pay for those days when one would otherwise be scheduled to perform their housestaff duties. A housestaff is obligated to keep their department, and appropriate rotation service supervisor apprised of the status once a jury summons has been received. Only the court pursuant to the procedure outlined in the Jury Summons Notice can grant deferment or excused absence from jury service. Deferment or excused absence is generally not granted for inconvenience but may be granted for reasons of personal health or undue hardship, as determined by the court on a case-by-case basis.

### **Military Leave**

Residents are eligible for up to twelve (12) weeks of military leave when an eligible person (self, spouse, child or parent) is engaged in the performance of military duty. For housestaff who are engaged in the performance of

military duty they will receive 30 days of paid leave during the twelve (12) week allotment. All benefit coverage will continue during paid military leave. Absence from the training program to meet military service obligations must be with the approval of the program director and/or department.

### **Personal Leave**

Housestaff may request from his/her program a personal leave of absence in order to attend to personal matters of a serious, time consuming nature or if other leaves of absence are not available. Requests must be in writing. A personal leave, if granted, is unpaid and may follow the required use of any remaining unused vacation and/or educational leave. The total duration of the personal leave (including paid and unpaid time) may not exceed four (4) calendar months. Approval of a personal leave of absence is subject to the needs of the program in addition to the requirements of the appropriate specialty Board and RRC.

## **D. Services**

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### **Discounts**

To access available discounts to housestaff, please visit:  
<http://www.fresno.ucsf.edu/housestaffportal/discounts.html>.

### **Caregiver Solutions – Bright Horizons Care Advantage’s Sittercity/Years Ahead**

To access a comprehensive database of babysitters, nannies, senior care providers, elder companions, pet sitters, tutors, and housekeepers as back-up care, please visit:  
[http://campuslifeservices.ucsf.edu/familyservices/services/back\\_up\\_care/bright\\_horizons\\_care\\_advantage\\_for\\_ucsf\\_students](http://campuslifeservices.ucsf.edu/familyservices/services/back_up_care/bright_horizons_care_advantage_for_ucsf_students)

### **Fitness Center**

To sign up, stop by the Fitness Center or sign on to Community’s “The Forum” website to complete the necessary training and documentation. You will need your CRMC badge to gain access into the fitness center. Hours of operation are 5am to 11pm. If you need assistance with HLC, please contact Education and Development by calling 559-459-3936 or send an email to: [educationdevelopment@communitymedical.org](mailto:educationdevelopment@communitymedical.org).

### **Housing/Living Quarters**

UCSF Fresno does not provide housing to housestaff in Fresno. Information from third parties about housing opportunities, apartments, realtors and relocation services is made available to new housestaff as part of orientation in-processing.

### **Laundry Services**

Provision of laundry services varies according to training site. It is the housestaff’s responsibility to check with his/her program office regarding specifics.

### **Fresno House**

UCSF Fresno maintains a four-bedroom apartment near the UCSF campus in San Francisco for use by housestaff, faculty and staff while on official business in San Francisco. Please refer to GMEC Fresno House Policy at: <http://www.fresno.ucsf.edu/housestaffportal/documents/gmec/FresnoHouseAuthorizationPolicy.pdf> for details, reservation forms and instructions. Use of the Fresno House is on a first come, first served basis and preference is given to housestaff on approved rotations. The availability of rooms can be found at: <http://www.fresno.ucsf.edu/housestaff-portal/fresno-house-calander/>. If you have questions, please call the Office of Graduate Medical Education at 559-499-6520.

### **Call/Sleeping Rooms**

Housestaff call rooms are located at each affiliated training site. The number and location of call/sleeping rooms vary according to training site and program. It is the housestaff’s responsibility to check with his/her program office for specific locations of call/sleeping rooms, access codes and/or keys.

## Meal Allowance

Housestaff on duty have access to adequate and appropriate food services 24 hours a day in all institutions. Each facility has its own policies regarding the provision food for housestaff. Housestaff should check with their program office for information regarding meal benefit and charging policies at the various rotation sites.

- **Community Regional Medical Center (CRMC)** - Complimentary breakfast and lunch are available at the CRMC Physician Lounges Monday through Friday. Food is available in the PRC in the evening; including microwavable meals, sandwiches, salad, chips and drinks. The PRC is stocked before the cafeteria closes. Food can be charged by on-call housestaff at the CRMC cafeteria between 6:00am-8:00pm, 12:00am-3:00am, and all day on Saturdays, Sundays, and holidays. Outtakes Café also has food available to charge from 6:00am-2:00am. Charges at the CRMC cafeteria and Outtakes Café will be monitored. If the hospital determines unnecessary purchases are being made at any time during this review, housestaff may be required to pay for these purchases on a yearly basis. Food is available for purchase (not charged to a housestaff account) 24 hours a day at Subway. Vending machines are always available. Meals in the physician lounges, cafeteria, and Outtakes Café are limited to physicians and housestaff only while on-site for professional reasons, and should not be obtained for family members, hospital staff, or any other individuals. Use of this benefit is monitored and abuses will result in corrective action or withdrawal of this benefit. All programs receive a monthly report of meal expenditures by individual resident/fellow.
- **Veteran's Administration Central California Health Care System (VACCHCS)** – While performing in-house call at the VACCHCS, dinner and breakfast are provided in the housestaff call room. On Saturdays and Sundays lunch may also be provided. Housestaff should check with their program office for additional information.
- **Valley Children's Hospital (VCH)** – Nutritious food is available for purchase in the Grape Jelly Fish Café. In addition, there is food available in the Medical Staff Lounge on the ground floor and resident room (Nilson Room). VCH doesn't provide food stipends for meals.

## Student Loan Deferment Forms

Many trainees can defer their student loans incurred during medical school or post-graduate training. Federal Stafford, Direct and Perkins loans may be deferred under specific circumstances. Loans made through the Department of Health and Human Services, such as Primary Care Loans, Loans for Disadvantaged Students or Health Professions Student Loans, can generally be deferred throughout internship/residency/fellowship training. Interest on subsidized loans does not accrue during deferment periods. Trainees who do not qualify for a loan deferment can request loan forbearance. Interest accrues during periods of forbearance, but payment is not expected. The most common deferment is the economic hardship deferment, which is based on expected monthly repayment on federal loans exceeding a certain percentage of current salary. If a trainee does not qualify for a deferment, and /or experiences difficulty repaying loans following the deferment period, submitting a request for forbearance on the federal Stafford, Direct and /or Perkins loans for the remainder of residency/fellowship training may be worthwhile. During periods of forbearance, payments are not expected, but interest accrues on both subsidized and unsubsidized loans. Some lenders require that interest be paid during periods of forbearance.

The following web sites have general information regarding loans and repayment:

- [www.salliemae.com](http://www.salliemae.com) - Information on student loans including loan repayment calculators
- <https://studentaid.ed.gov/sa/repay-loans/consolidation> - Information on the Direct Loan Consolidation program
- <https://www.aamc.org/services/first/>
- [https://services.aamc.org/30/first/home#.UzNSN6jn\\_cs](https://services.aamc.org/30/first/home#.UzNSN6jn_cs)

## Housestaff Wellness & Well Being Resources

- **Wellness Committee** – the committee aims to empower providers with the guidance, tools, and support they need to achieve a more balanced approach to their wellness. The committee has assembled a collection of wellness resources available online at: <http://www.fresno.ucsf.edu/wellness/>. The committee meets every other month on the fourth Thursday at noon to focus on ways to make the campus better. The committee is open to all housestaff.

- **Well-Being Committee** – UCSF Fresno’s Housestaff Well-Being Committee accepts referrals for housestaff impairment issues. The committee addresses issues of health and well-being that influence the professional and personal lives of medical housestaff in the UCSF Fresno MEP. Housestaff may self-refer or be referred by their program director for help with depression, loss and grief, anxiety, relationship or family problems, academic difficulties, the disruptive housestaff, alcohol or substance use, and many other issues which negatively influence job performance. Our goal is to take a proactive approach to handling housestaff issues that promotes a healthier learning and working environment at UCSF Fresno and assists our housestaff with the broad range of challenges that can arise during their medical education. Referral by or consultation with this committee is confidential. You may contact any of the following committee members directly or go through your program’s leadership:
  - Dr. Craig Campbell, Psychiatry Program Director: (559) 499-6580; [ccampbell@fresno.ucsf.edu](mailto:ccampbell@fresno.ucsf.edu)
  - Dr. Richard Guzzetta, Addiction Specialist: (559) 323-4495; [rguzzetta@hotmail.com](mailto:rguzzetta@hotmail.com)
  - Dr. Betty Liao, UME Clinical Psychologist: (559) 499-6689; [bliao@fresno.ucsf.edu](mailto:bliao@fresno.ucsf.edu)
  - Dr. Michael Thao, Psychiatrist, VACCHCS: (559) 392-9381; [Michael.Thao@va.gov](mailto:Michael.Thao@va.gov)
  - Dr. Lori Weichenthal, Assistant Dean, GME: (559) 960-8590; [lweichenthal@fresno.ucsf.edu](mailto:lweichenthal@fresno.ucsf.edu)

If a housestaff is found to be a risk to patient safety by being impaired, he/she may be referred for an evaluation by the Well-Being committee. If further evaluation is recommended, housestaff will be referred to an addiction specialist where substance testing may occur.

The UCSF Fresno MEP offers assistance to housestaff who may be having trouble due to chemical dependency, or physical, psychological, financial, or emotional problems.

<http://www.fresno.ucsf.edu/housestaffportal/documents/gmec/ImpairedResidents.pdf>

- **Insight** – As employees of UCSF, housestaff have access to the Insight Employee Assistance Program (<http://www.fresno.ucsf.edu/housestaffportal/documents/Insight%20EAP%20Overview.pdf>). Insight is a program established to promote employee health and wellness. The services are confidential and free to housestaff as UCSF employees. Insight provides counseling assistance for such personal challenges as marital/family issues, drug/alcohol dependencies, or emotional and work related problems. Housestaff and their dependents receive three (3) counseling sessions per six (6) month period. You may contact Insight directly at 559-226-7437.

### **Housestaff Communication Forums (Mechanisms to Raise Concerns)**

UCSF Fresno has several mechanisms in place to allow housestaff to raise and resolve concerns. These options are discussed at housestaff forums, on-line via the Housestaff Portal, in program meetings and via posters placed in housestaff areas.

- The DIO/Associate Dean meets on a rotating basis with housestaff from each of the programs
- A housestaff forum is held quarterly
- Housestaff Representation <http://www.fresno.ucsf.edu/housestaff-portal/housestaff-representation/>
- Housestaff may meet individually with the DIO/Associate Dean
- Confidential Complaints (duty hours, general complaints or supervision concerns) <http://www.fresno.ucsf.edu/housestaff-portal/confidential-reporting/>
- Suggestion box (located in the housestaff lounge-1<sup>st</sup> floor, UCSF building)

### **Library**

- **UCSF Fresno Medical Library**  
The UCSF Fresno Center for Medical Education and Research features a state-of-the-art library with full library services to assist physicians, faculty, housestaff, students, and staff with the latest medical, scientific and research resources. Users have full access to GALEN, the UCSF digital library, which includes thousands of electronic journals and texts as well as a collection of databases.



UCSF Fresno provides full support for the information needs of its users including literature searching, instruction, and bibliographic management.

The library is located in the UCSF Fresno Medical Education building at 155 N. Fresno Street, located across the street from Community Regional Medical Center. The library is available to users 24 hours a day. Users also have remote access to all electronic library resources.

## Parking

- **CRMC** – Housestaff may park in any parking lot on campus excluding the ED parking lot. Only EM residents will be allowed to park in the lot next to the ED and will be provided with a parking placard. Covered bridge access is available from the East Medical Plaza parking lot directly into the hospital. Map included (attachment #1 & #2).
- **Valley Children’s Hospital** – All housestaff who rotate to Valley Children’s Hospital must attend an orientation prior to their rotation. During orientation, you can park in the visitor parking. After orientation housestaff will receive a parking decal for Physician Parking. Map included (attachment #3).
- **VA** – All housestaff who rotate to the VA must register their personal vehicle with the VA Police Service if they park on campus.
  - **General Parking** – Areas within parking lots A, B, C, F, G and H have been designated for patient/visitor parking between the hours of 5:00am and 2:30pm, Monday through Friday, excluding holidays. These lots are open to all employees/housestaff outside of the designated patient hours. Map included (attachment #4).
  - **Satellite Parking** – The Masonic Lodge parking complex at 2992 E. Clinton Avenue and at 3444 E. Shields Avenue has been leased by the VA to serve our patients, employees, volunteers and work study students during peak hours on weekdays. VA shuttles are used to transport those using this lot for parking.
  - **Disabled Parking** – Persons who are disabled may park in these designated spaces, provided they possess a state-issued disabled person placard or license plate.
  - **Car Pool** - Designated for motor vehicles occupied by two or more persons. A numbered placard obtained from VACCHCS Police must be displayed to park in these spaces, which are located in parking Lot B, and reserved between the hours of 6:00 AM and 10:00 AM.
  - **Resident Parking** – Available for those given authorization.
- **Other Sites** – Please contact your program coordinator or site contact person regarding parking for all other sites not listed above.

## Security

- **CRMC** – Most corridors and hallways on the CRMC campus have telephones to provide easy communication to the CRMC security office. Emergency call boxes are available on all 5 floors of the parking garage which connects directly to security. There are also numerous cameras on each floor to aid in safety. CRMC security will escort housestaff to their vehicle or destination. Please provide them with 10-15 minute notice. In-house please dial 56575 to reach security. From all other lines please dial 559-459-6575.
- **Valley Children’s Hospital** – Valley Children’s Hospital has a team of professionally trained officers to monitor the campus around the clock and respond to staff, visitor and patient concerns. They utilize technology, proactive tactics and cooperative policing components to provide a safer hospital environment. They provide many life-safety services and oversee the hospital access control system, video surveillance system, satellite building alarm systems and parking. The Security Operations Center is always available to assist you 24 hours a day, 7 days a week by calling 559-353-5115 or ext. 35115. The on-duty Team Lead can be reached at 559-353-9031.
- **VACCHCS** – VACCHCS police service can be reached at 559-228-6982, ext. 6982 from within the facility, by dialing 9911 from outside the facility or by dialing 911 from a cell phone and the Fresno police will contact VA police via radio. The VA police administration line is 559-241-6400.

## **E. Structure for Educational Oversight**

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The Accreditation Council for Graduate Medical Education (ACGME) requires that there be an organized administrative system to oversee all training programs sponsored by an institution. In addition, there must be a designated institutional official (DIO) who in collaboration with the Graduate Medical Education Committee (GMEC) has the authority and responsibility for the oversight and administration of the Sponsoring Institution's ACGME-accredited programs, as well as responsibility for ensuring compliance with the ACGME Institutional, Common, and specialty/subspecialty-specific Program Requirements.

### **Graduate Medical Education Committee (GMEC)**

Institutions must have a GMEC that has the responsibility for monitoring and advising on all aspects of residency/fellowship education in compliance with the requirements of the ACGME (Institutional Requirements I.B-I.B.6.a.2).

The Sponsoring Institution must have a GMEC that includes at least the following voting members: the DIO; a representative sample of program directors from its ACGME-accredited programs; a minimum of two peer-selected housestaff; and, a quality improvement/safety officer or his or her designee

The GMEC must meet a minimum of once every quarter during each academic year. Each meeting of the GMEC must include attendance by at least one housestaff member. The GMEC must maintain meeting minutes that document execution of all required GMEC functions and responsibilities.

The GMEC of UCSF Fresno hereby adopts the following responsibilities for the Committee as per ACGME Institutional Requirements

<http://www.fresno.ucsf.edu/housestaffportal/documents/gmec/GMECResponsibilities.pdf>.

### **GMEC Policies (Academic Policies)**

The Graduate Medical Education Committee (GMEC) is the governing body responsible for academic policies including but not limited to:

- Academic Due Process
- Duty Hours
- Educational Funds
- Evaluation Policy
- Licensure Policy
- Leave Policy
- Non-renewal/non-promotion of contract
- Supervision
- Transitions in Care
- Impairment Policy

Please refer to the link provide below for all academic policies that affect graduate medical education.

<http://www.fresno.ucsf.edu/housestaff-portal/policies-procedures/>.

## **F. Commission on Dental Accreditation – Requirements**

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The Commission is recognized by the public, the profession and the US Department of Education as the specialized accrediting agency in dentistry. Accreditation, a voluntary effort of all parties involved, ensures accredited training programs are in compliance with published standards.

The Department of Oral and Maxillofacial surgery is accredited by the CODA. The CODA specifically outlines qualifications and expectations of the Program Director and Teaching Staff, details of curriculum and program content, eligibility and selection of students/residents, evaluation and due process, rights and responsibilities as well as research requirements. Details of CODA requirements and standards can be located at [www.ada.org](http://www.ada.org).

The CODA Standards require that the program must develop clearly stated goals and objectives appropriate to advanced specialty education; document its effectiveness using a formal and ongoing outcomes assessment process to include measures of advanced education student/resident achievement.

- The financial resources must be sufficient to support the program’s stated goals and objectives.
- The sponsoring institution must ensure that support from entities outside of the institution does not compromise the teaching, clinical and research components of the program.

*All policies and procedures, benefits and requirements referred to in this handbook apply to oral maxillofacial surgery housestaff as well as medical housestaff.*

## G. Important Contact Information

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### UCSF Fresno Center for Education and Research – Departments (area code: 559)

Main Information/Reception	Lobby	499-6400	
Associate Dean’s Office	Suite 266	499-6400	
Grants and Research	Suite 317	499-6661	
Human Resources (Housestaff)	Suite 266	499-6416	
ITS – Computer Help Desk	Suite 317	499-6660	
Library	First Floor	499-6510	
Office of Graduate Medical Education	Suite 251	499-6520	gme@fresno.ucsf.edu
Risk Management	Suite 266	499-6407	
Undergraduate Medical Education	Suite 251	499-6523	medical.students@fresno.ucsf.edu

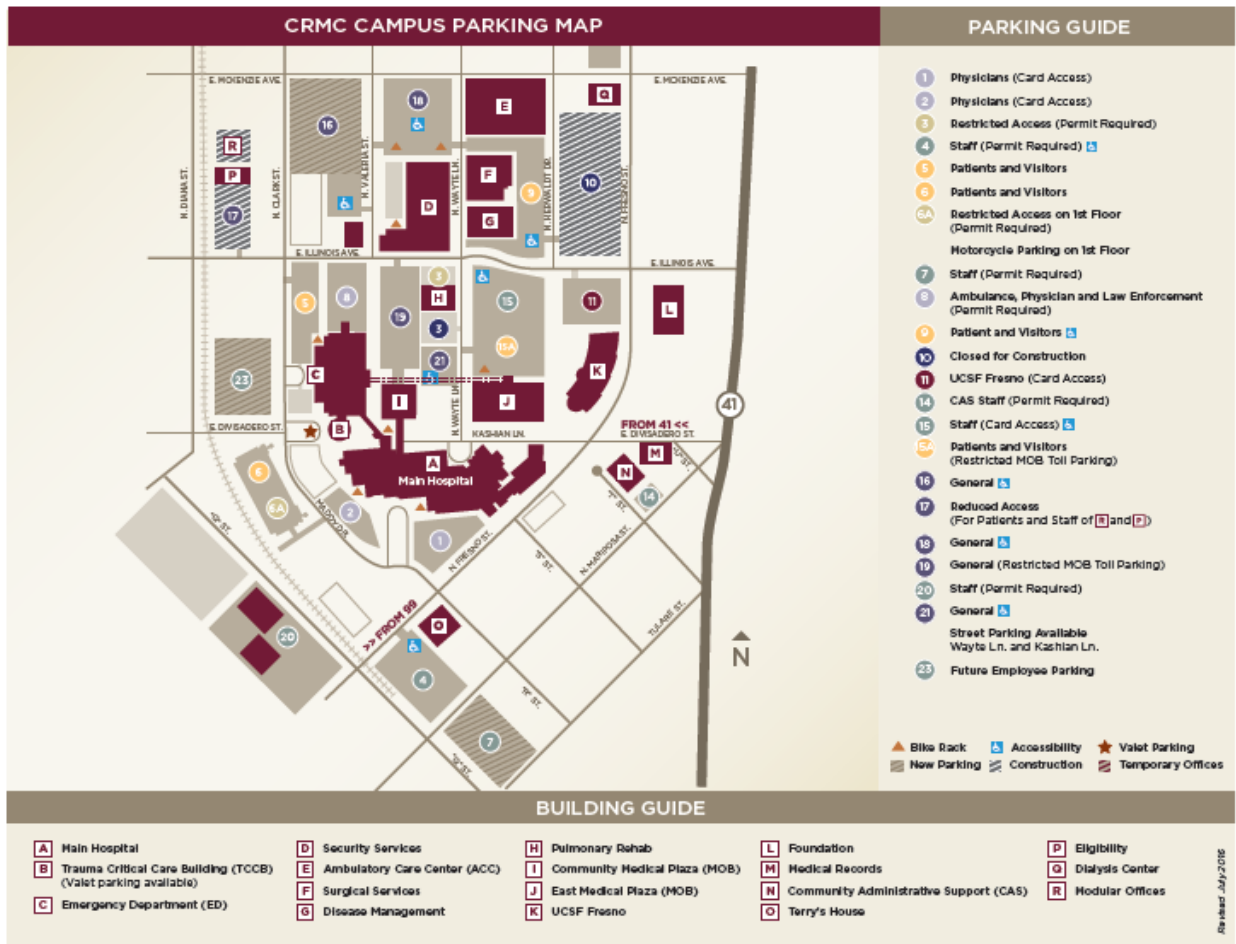
List of Program Coordinators is available at: <http://www.fresno.ucsf.edu/housestaff-portal/program-contacts/>

### Other Locations/Sites (area code: 559)

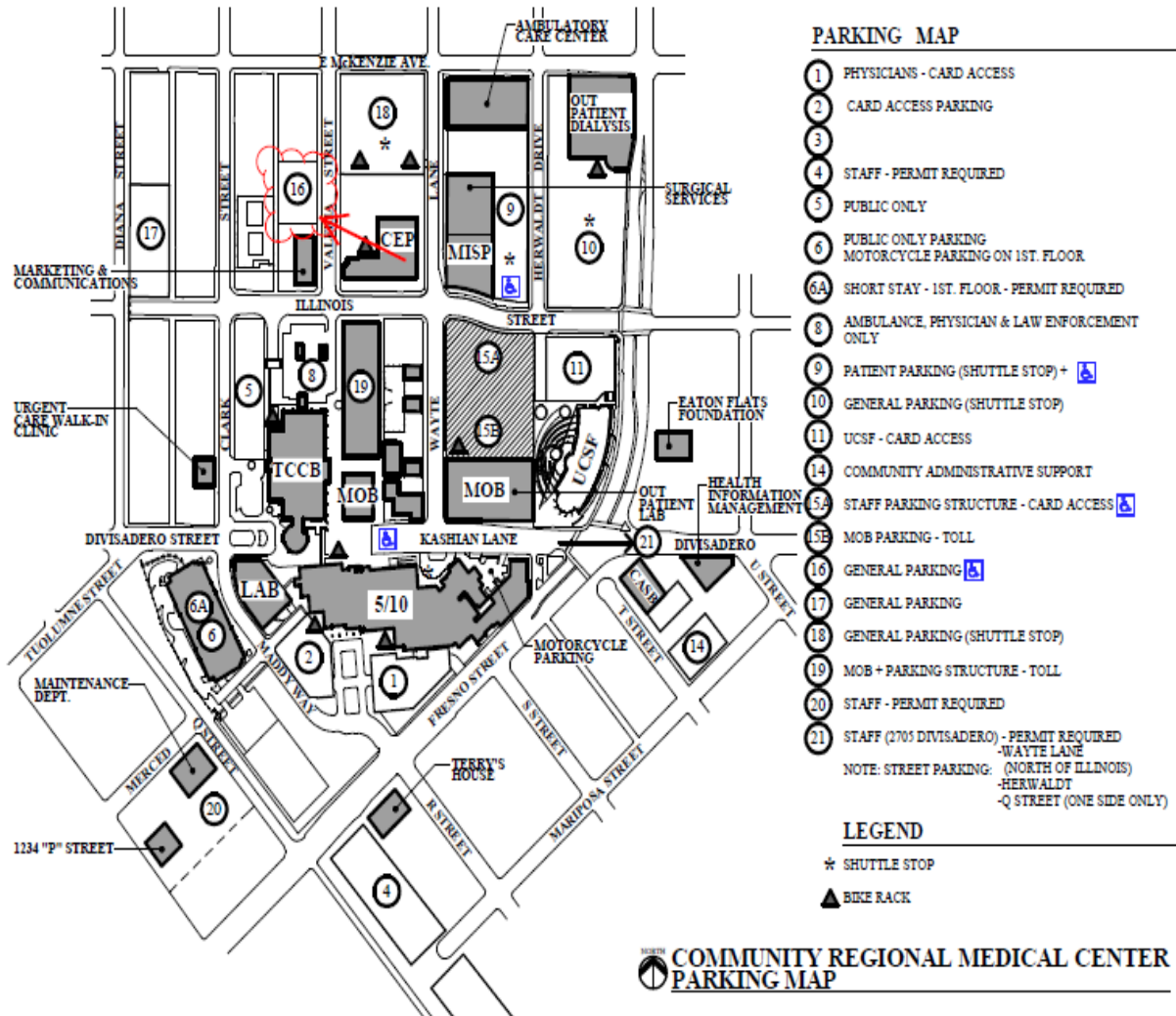
<b><u>Valley Children’s Hospital</u></b>	353-3000 Main
Clinical Education	353-5910
Medical Staff Office	353-6115
Health Information Management	353-5402
IS - Computer Help Desk	353-7300
Security	353-5115
<b><u>Community Medical Centers (CMC Fresno)</u></b>	459-6000 Main
Medical Staff Office	459-3948
Systems Education (CPR, ACLS, PALS)	459-3936
IS Internet Help Desk	459-6560
Health Information Management (Divisadero office)	459-3925
Security	459-6575
<b><u>VA Central California Health Care System</u></b>	225-6100 Main
Systems Education	See Program Office for details
IS Help Desk	See Program Office for program-specific ADPAC
Medical Records	225-6100, ext 5577
Security	225-6100, ext 6981

# H. Attachments – Parking Maps

## Attachment #1 – CMC Map



Attachment #2 – CRMC Lot 16



Attachment #3 – Valley Children’s Hospital Parking Map

## Valley Children’s Hospital Campus Map

- 1 EMERGENCY**  
URGENCIAS
- 2 Imaging Entrance**  
Departamento de Imágenes de Diagnóstico
- 3 Main Entrance**  
Entrada Principal
- 4 Medical Offices**  
Oficinas Médicas
- 5 Outpatient Entrance**  
Entrada de Pacientes Externos
- 6 Professional Center**  
Centro Profesional
- 7 Ronald McDonald House**  
Ronald McDonald House
- 8 Surgery Entrance**  
Entrada de Cirugía
- 9 Therapy Center**  
Centro Terapia



<b>KEY:</b>			
	Bus Stop	Entrance	Parking



[valleychildrens.org](http://valleychildrens.org)

9300 Valley Children's Place • Madera, CA 93636-8762 • (559) 353-3000

Attachment #4 – VA Map

