

Guidelines for Handling Incidents of Unacceptable Behavior or Conduct

At both the School of Medicine and University levels, individuals have been identified to assist any member of the educational environment to deal with situations, perceived or real, of inappropriate behavior. Such behaviors may fall in the areas of sexual harassment; discrimination; harassment based on race, religion, ethnicity, gender, sexual orientation, or age; humiliation; or the use of grading or other forms of assessment in a punitive manner. It is important to address these situations, whether intentional or unintentional, as they tend to result in a disruption of the spirit of learning and a breach in the integrity and trust between teacher and learner.

In an effort to support a standard of professionalism and promote excellence at the University of Washington School of Medicine, an Honor Council and Honor Code were conceived of by a group of students, ratified by the student body and embraced by the faculty and administration. The Honor Council, an elected body of students spanning all years and WWAMI sites, serves as an intermediary between students, faculty and administration. It is a resource that students can use to voice concerns or ask questions about mistreatment or misconduct. All dealings by the Honor Council are kept confidential and the feedback gathered and recorded over time in order to improve the UWSOM experience. To submit a confidential complaint with the Honor Council, please find the form at:

<http://depts.washington.edu/honorsom/>

As outlined below, within the School of Medicine there are several options for students to pursue to gain assistance with issues of this nature. Within the School of Medicine administration, Dr. Peter Eveland, the Associate Dean for Student Affairs, has been designated as the initial contact point for medical students needing to discuss a concern. If Dr. Eveland is not available, students should contact the Vice Dean for Academic Affairs, Depending on the situation and the student's decision on whether to make a formal complaint, an approach for addressing the issue will be agreed upon.

As individuals who are entering a profession which is self-regulated, it is important that physicians-in-training begin to develop skills in providing feedback directly to those who you feel are behaving outside the acceptable standards of conduct for the medical or educational profession. Peer assessment may be a new area for many of you, but it is an important skill to learn. Such feedback should be approached in a manner that provides the individual an opportunity to acknowledge his/her inappropriate behavior and identify ways to correct it and reduce the possibility of the behavior reoccurring. The kind of incidents, which are considered unacceptable, include cheating, inappropriate comments or humor, disruptive or rude behavior by peers in or outside of the classroom; and inappropriate behavior between peers or peers and faculty or staff.

The School's administration and the Medical Student Association (MSA) developed the following options for handling incidents of unacceptable behavior or conduct:

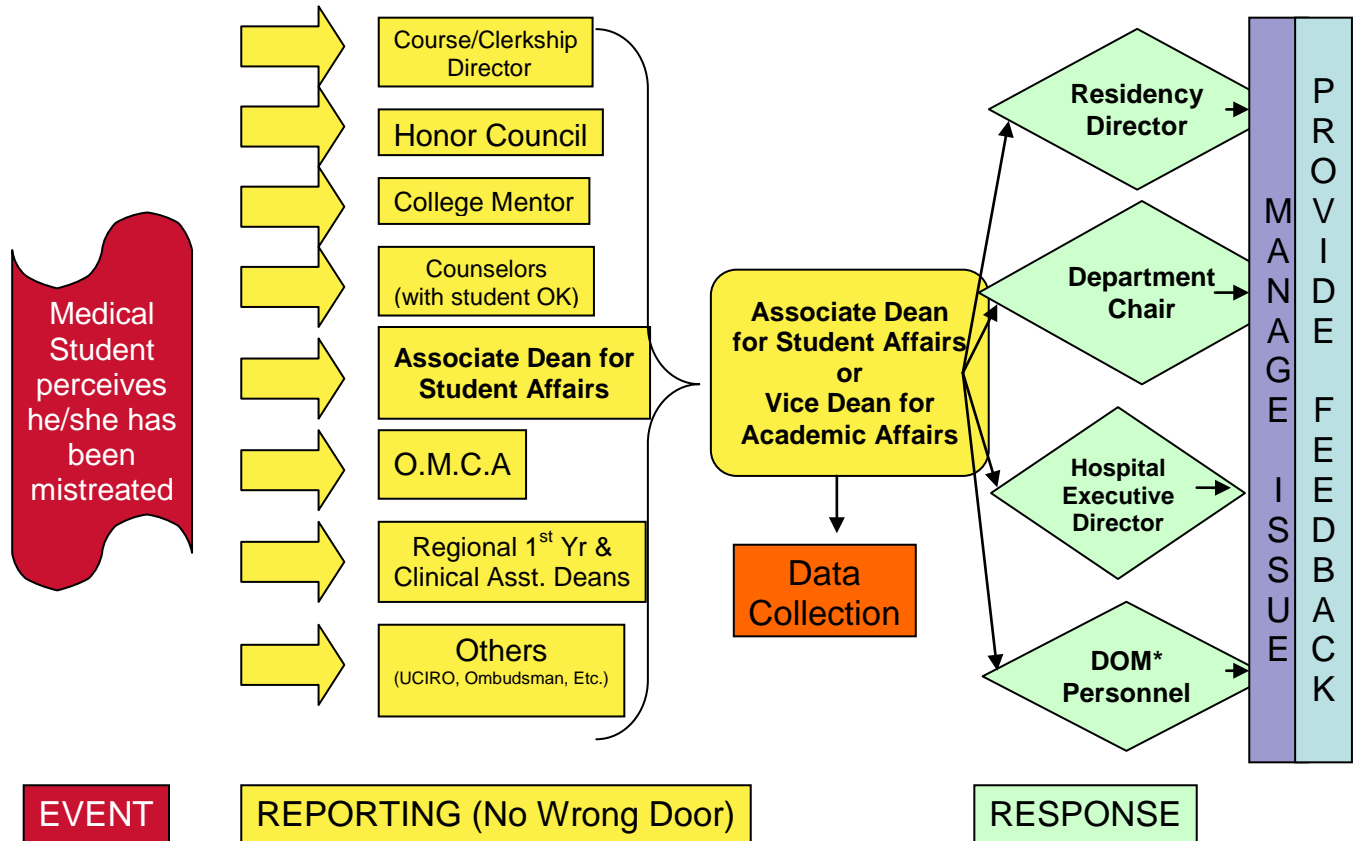
1. If you are comfortable with your skills in providing direct feedback, you should approach the individual and open a discussion about what has been observed and how this behavior might be perceived.
2. If you are uncertain about whether what you have observed is an issue that needs to be addressed, you can discuss it in a confidential manner with one of the MSA senators or Student Honor Council members.
3. If you are uncertain about whether what you have observed is an issue that needs to be addressed (either on your own or after discussion with the appropriate individuals, you can make an appointment to discuss the incident with one of the School's counselors. Again, this will be a confidential discussion. If any follow-up is recommended, you will be part of that decision. Such a decision may include encouraging you to speak with the individual or to have the counselor speak with the individual with or without you present.
4. If you are uncertain about whether what you have observed is an issue that needs to be addressed (either on your own or after discussions as noted above in numbers 2 or 3), you can make an appointment to discuss the issue with the Student Affairs Dean. Again, the interchange will be initiated as a confidential discussion. If a decision is made to take some action, you will participate in that decision.

In managing issues in which the professional behavior or conduct of students, faculty, or staff do not meet the expected standards, it is preferable to have the discussion first at the level of the individual. In many cases, this resolves the problem and both individuals will have gained important insights into the kind of responsibility we have for each other's behavior. If the problem is not resolved at the individual level, then the issue may need to be managed at a more formal level. Because each incident is unique in many ways, it is not possible to describe all the options for handling problems in the Student Handbook.

Please consult or download the **Mistreatment Resource List** that includes names, email and phone contact information.

It is important to reiterate that confidentiality and privacy are essential components in determining whether and how a formal level of intervention may occur. This refers to both the individual raising the concern and the individual whose behavior is being questioned. If the breach of professional conduct is confirmed and is in the realm of unacceptable behavior for graduation (such as cheating, breaking the law, inappropriate behavior with patients, etc.) then the situation will need to be presented to the School's Student Progress Committee or another appropriate group for review and determination of the appropriate course of action.

UWSOM STUDENT MISTREATMENT REPORTING AND RESPONSE



* = Dean of Medicine

Student Resource List

Student Contacts

Medical Student Association: Jay Conhaim, 2011-12 President / jayc2@uw.edu

Student Honor Council: Nicole Mooney / nmc7@uw.edu

Nicole Bates / nbates@uw.edu

Forrest Jespersen / fdj@uw.edu

Honor Council Website: <http://depts.washington.edu/honorsom/complaints.html>

Medical School Counselors

Medical School Counselors:

Mark Wicks, Ph.D. / wicks@uw.edu / 206.616.3022

Joanne Estacio-Deckard, LICSW / joanneed@uw.edu / 206.616.3024

Career Advising (Interim):

Mark Wicks, Ph.D. / wicks@uw.edu / 206.616.3022

Dean Contacts-SEATTLE

Vice Dean for Academic Affairs: Ellen Cosgrove, MD / ellencos@uw.edu

Marisel Kessel, asst. to Dr. Cosgrove / mkessel@uw.edu / 206. 543.7213

Vice Dean for Regional Affairs: Suzanne Allen, M.D., M.P.H. / suzaalle@uw.edu

Gretchen Burke, asst. to Dr. Allen / gretburk@uw.edu / 208.364.4552

Associate Dean of Student Affairs: A. Peter Eveland, Ed.D. / eveland@uw.edu

Em Olson, Administrative Manager, / emiols@uw.edu / 206.543.5561

Associate Dean, Office of Multicultural Affairs: David Acosta, M.D. / dacosta@uw.edu

Bely Luu, asst. to Drs. Acosta & Gardner / belyluu@uw.edu / 206.685.2489

Associate Dean of Curriculum: Michael Ryan, M.D. / miryan@uw.edu

Shalley Lane, asst. / shalley@uw.edu / 206.543.5562

Associate Dean of Admissions: Carol Teitz, M.D. / teitz@uw.edu

Ellen Stone, asst. / efpstone@uw.edu / 206.543.7203

Associate Dean of the Colleges: Erika Goldstein, M.D. / erika@u.washington.edu

Julie Calcavecchia, M.A., Director of Operations / jsmillan@uw.edu / 206.685.1202

Dean Contacts-WWAMI

Alaska

1st Year Phase: Bob Furilla, Ph.D., Interim Director / afraf1@uaa.alaska.edu / 907.786.4721
Maryann Kniffen, asst. / maryann@uaa.alaska.edu / 907.786.4794
Nancy Hall, asst./ nancy@uss.alaska.edu / 907.786.4789

Clinical Phase: Tom Nighswander, M.D., M.P.H., Asst. Dean / tnighswa@anmc.org
Suzanne Tryck, Director of Alaska Regional Programs / tryck@alaska.net
Michelle Devine, asst. to Dr. Nighswander and Dr. Tryck / mjd3@uw.edu / 907. 786.4747

Idaho

1st Year Phase: Andrew Turner, Ph.D., Asst. Dean / aturner@uidaho.edu /
Marlane Martonick, asst. / marlanem@uidaho.edu / 208. 885.6696
Ann Merriam; asst. / annm@uidaho.edu / 208.885.6696

Clinical Phase: Mary Barinaga, M.D., Assist. Dean / barinm@uw.edu
Adriana Olivas, Program Operations Administrator / idwwami@uw.edu / 208.364.4544
Claudia Hasselquist, Program Operations Administrator / clauhass@uw.edu / 208.364.4546
Linda Clark, Med Student Coordinator. / linda.clark4@va.gov 208.422.1000 x 17642

Montana

1st Year Phase: Martin Teintze, Ph.D., Interim. Asst Dean / mteintze@montana.edu
Elizabeth Nicholas, asst. / nicholas@montana.edu / 406.994.4411

Clinical Phase: Jay Erickson, M.D., Asst Dean / jerick@uw.edu
Judi Sullivan & Bernadette Duppperron, assts. / mtassist@uw.edu / 406.862.3810

Washington

Spokane 1st Year Phase: Ken Roberts, Ph.D., Asst. Dean / kenroberts@wsu.edu
George Novan, M.D., Associate Director / gnovan@wsu.edu / 509.368.6718
Kim Noe, asst. / knoe@wsu.edu / 509.358.7515

WSU 1st Year Phase: Andrew Turner, Ph.D., Asst. Dean / turnera@wsu.edu
Maureen Evermann, asst. / evermann@wsu.edu / 509.335.2602
Sharon Dudley, asst. / sharond@wsu.edu / 509.335.2602

Eastern Washington

Clinical Phase: Deb Harper, M.D. / djharper@u.washington.edu / 509.358.7794
John McCarthy, M.D. / mccajf@u.washington.edu / 509.358.7794
Janie Ford, Program Operations / jmford@uw.edu / 509.358.7796
Marlene Maurer, Program Operations / mamaurer@uw.edu / 509.358.7795

Wyoming

1st Year Phase: Matthew McEchron, Ph.D., Asst. Dean / matthew.mcechron@uwyo.edu
Brandi Hecker / bhecker@uwyo.edu / 307.766.2496 / 2497
Clinical Phase: Rich Hillman, M.D., Asst Dean / rhillman@uw.edu
Deb Dolph, asst. / debdolph@wyomed.org / 307.432.9264

Staff Contacts

Admissions: Stella Yee, Director of Admissions/ stellay@uw.edu / 206.543.7204

Curriculum: Michelle Fleming, Manager, Basic Science Curriculum/ flemingm@uw.edu / 206.543.0922

Sandy Pomerinke/ Curriculum Specialist/ spomerin@uw.edu / 206.616.7063

Julie McNalley/ Curriculum Development Manager /jmcnalle@uw.edu / 206. 616.8637

Financial Aid: Diane Noecker/Director/ dnoecker@uw.edu / 206.685.2520

Learning Specialist: Jamey Cheek, Ph.D./ Learning Specialist/ cheekj@uw.edu, 206.616.9606

Learning Technologies: Michael Campion / Director of Learning Technologies/ campion@uw.edu / 206-616-4673

Medical School Counselors: Mark Wicks, Ph.D. / wicks@uw.edu / 206.616.3022

Joanne Estacio-Deckard, LICSW / joanneed@uw.edu / 206.616.3024

Operations: Eric Tobiason /Director of Operations/ tobiason@uw.edu / 206.685.7011

OMCA: Victoria Gardner, Ed.D / Director of OMCA / vg@uw.edu / 206.685.2489

Registrar: Connie Lamb, Director of Curriculum Operations/ celamb@uw.edu / 206.685.7973

Student Affairs: Trish Zander, Director of Student Affairs Operations/ trishz@uw.edu / 206.616.8221

WWAMI Regional Operations: Kellie Engle, Director of Operations / kaengle@uw.edu / 206.543.2249

Clerkship Contacts

Emergency Med: Dr. Sue Stern, Clerkship Director

UWMC/WWAMI Director: Dr. Jared Strote / strote@uw.edu / 206.598.0103

HMC Site Directors:

Dr. Jamie Shandro, M.D. / jshandro@uw.edu / 206.744.3263

Richard B. Utarnachitt, M.D. / rutarnac@uw.edu / 206.744.2122

Family Medicine: Dr. Misbah Keen, Clerkship Director / mkeen@uw.edu / 206 543-9425

Dr. Amanda Kost, / Preceptorship Director / akost@fammed.washington.edu/ 206.543.9425

Medicine: Dr. Douglas Paauw, Clerkship Director / dpaauw@uw.edu / 206.543.3604 / 206.598.8751

Neurology: Dr. Eric Kraus, Clerkship Director / ekraus@uw.edu /206.598.0216

OB GYN: Dr. Vicki Mendiratta, Clerkship Director / vmendira@uw.edu / 206.543.9796

Pediatrics: Dr. F. Curt Bennett, Clerkship Director / fbennett@uw.edu / 206.685.1350

Psychiatry and Behavioral Sciences: Dr. Heidi Combs, Clerkship Director / hcombs@uw.edu / 206.744.3443

Rehabilitation Medicine: Dr. Tom McNalley, Clerkship Director / mcnalley@uw.edu / 206.987.2114

Surgery: Dr. Roger Tatum, Clerkship Director /rtatum@uw.edu / 206.764.2141 / 206.277.4778

Professionalism Committee Contact

Continuous Professionalism Improvement Committee: Carlos A. Pellegrini, M.D. / pelleagri@uw.edu

Jennie Paxson, asst. / jpaxson4@uw.edu / 206.543.9668

Personal Contacts

The following people may also be helpful to you:

Your College Faculty mentor or other College Faculty
Chief Resident on the service
Attending Physician on the service

Points of Contact within the University

Office of the Ombudsmen / 206.543.6028
University Complaint Investigation and Resolution Office (UCIRO) / 206.616.2028
University's Student Life Office (*non-academic issues at the student-to-student level*) / 206.543.4972