UNIVERSITY OF MINNESOTA GRADUATE MEDICAL EDUCATION

2024-25
POLICY & PROCEDURE
MANUAL

Department of Emergency Medicine

Healthcare Administration,
Leadership, and
Management
Fellowship Program

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Introduction

On behalf of the faculty and staff, welcome to the Department of Emergency Medicine Healthcare Administration, Leadership, and Management Fellowship Program at the University of Minnesota. We hope that the time you spend with us will be both educational and enjoyable.

Purpose

The program manual is a tool with key policies and required procedures as well as general information to ensure a smooth transition to your institution and pro-gram.

At the department level, the program director is responsible for providing train-ees with program-specific policies and procedures. This includes items such as procedures to follow institutional policies and other information specific to the department and the GME program.

References and/or links to Institution and Department-level policies have been added in all applicable sections of this manual. Policies apply to all educational experiences within the program and are subject to periodic review and change by the faculty, fellowship director and department chair. Fellows are responsible for knowing and adhering to the policies and guidelines contained in this manual.

Contact Program Director, Dr. Robert Tanouye or Program Coordinator, Haley Rothman with any questions regarding the content. See the <u>Department Organization Chart</u> section of this manual for contact information.

Institutional Profile

Information about graduate medical education at the University of Minnesota is available on this <u>webpage</u>. The webpage includes our Statement of Commitment, Goals for Graduate Medical Education. <u>Our Diversity Statement</u> can also be found online.

Statement of Commitment

The University of Minnesota Medical School is committed to graduate medical education, which emphasizes education and training of physicians to meet the healthcare needs of our region, advancement of knowledge, and leadership in the biomedical sciences and in academic medicine.

With this commitment, the University of Minnesota Medical School will provide adequate funding for administration, personnel, educational, clinical resources, and faculty teaching time to be certain that every program under our institutional sponsorship offers the best possible training environment and educational opportunities.

Statement of Goals for Graduate Medical Education

Our goal is to provide the highest quality of graduate and post-graduate medical, professional and educational training to prepare physicians for the practice of specialty and/or subspecialty training, or for the pursuit of academic and research medicine.

The University of Minnesota is committed to the policy that all persons shall have equal access to its programs, facilities, and employment without regard to race, color, creed, religion, national origin, sex, marital status, disability, public assistance status, veteran status, or sexual orientation.

Statement of Diversity and Inclusion

The University of Minnesota Medical School is committed to excellence in fulfilling its mission. We uphold that an environment of inclusiveness, equal opportunity, and respect for the similarities and differences in our community fosters excellence, and that institutional diversity fuels the scholarly advancement of knowledge. An atmosphere where differences are valued leads to the training of a culturally competent healthcare workforce qualified to meet the needs of the varied populations we serve.

The Medical School, as part of the University of Minnesota, shall provide equal access to and opportunity in its programs, facilities, and employment without regard to race, color, creed, religion, national origin, gender, age, marital status, disability, public assistance status, veteran status, sexual orientation, gender identity, or gender expression.

The Medical School seeks to attain a diverse learning environment through the recruitment, enrollment, hiring, and retention/graduation of students, faculty, and staff who are underrepresented in medicine and may also be underrepresented in Minnesota.

We strive especially to have our learning community better reflect the demographics of the state by increasing the representation of African-Americans/Blacks, Hispanics/Latinos, Native Americans, Native Hawaiians/Pacific Islanders, Native Alaskans, Hmong, individuals from rural backgrounds, first generation college students, or those from economically disadvantaged backgrounds.

Institutional Responsibilities

The <u>Graduate Medical Education (GME) Institution Policy Manual</u> is designed to be an umbrella policy manual. Some programs may have policies that are more rigid than the Institution Policy Manual in which case the program policy will be followed. Should a

policy in a Program Manual conflict with the Institution Policy Manual, the Institution Policy Manual will take precedence.

Statement of Inclusion

The information contained in this Policy Manual pertains to everyone in the department's programs except as otherwise identified.

Department Mission Statement

See details at: Department Mission Statement

Program Mission Statement

The Healthcare Administration, Leadership, and Management Fellowship's mission is to be a nationally recognized leader for training emergency medicine physician leaders, enabling fellowship graduates to pursue leadership opportunities at the University of Minnesota Medical School and other prominent medical schools and medical centers around the country.

Program Description and Aims

See details at: HALM Fellowship Program website (to be developed).

The Healthcare Administration, Leadership, and Management Fellowship program's goals are to develop physician leaders ready for clinical practice as emergency physicians and administrators.

Department Organization Chart

Department Head James Miner, MD

Program Director Robert Tanouye, MD, MBA

Program Co-Director Drew Zinkel, MD, MBA

Program Administrator Haley Rothman hdauff@umn.edu

Teaching Faculty
Amy O'Neil, MD, MPH

Marissa Hendrickson, MD Sameer Gupta, MD

Appointments and Reappointments

Eligibility Requirements

Applicants must meet all requirements to be enrolled in a house staff training program under the policies of the <u>University of Minnesota Graduate Medical Education</u> Committee.

- 1. Applicants must be board eligible or board certified in Emergency Medicine.
- 2. Applicants must have U.S. citizenship or permanent resident status.
- 3. Fellows must have or be able to obtain an unrestricted Minnesota medical license and DEA registration.

SELECTION PROCESS

- 1. We select from among eligible applicants based on their educational preparedness, ability, aptitude, academic credentials, communication skills, and personal qualities, such as motivation and integrity.
- 2. We do not discriminate with regard to sex, race, color, creed, religion, national origin, age, marital status, disability, public assistance status, veteran's status, or sexual orientation.

See details at: HALM Fellowship Program website (to be developed).

See additional details at: Institutional Policy: Eligibility and Selection Policy.

Non-Discrimination Policy

See details in the institution's <u>University of Minnesota Medical School Diversity and</u> Inclusion statement.

Program Specific Visa Policies

Not applicable.

Requirements for Completion of Training and Graduation

Successful completion of 12 or 24 months of Fellowship Program Curriculum which includes the following:

- Completion of MBA at Carlson School of Business (24 month curriculum only).
- Maintaining clinical quality and operational standards as a staff physician at M Health Fairview UMMC.

Failure to Advance

See details at: Institution-Level Policy: Discipline, Dismissal, and Failure to Advance

Trainee Responsibilities and Supervision

Clinical Responsibilities

HALM fellow will work as a staff physician at M Health Fairview UMMC.

Non-Clinical Responsibilities

- Fellows are expected to participate in operational and quality meetings, didactic experiences, journal clubs, project management, and executive meetings.
- Fellows meet with the program director or their designee semi-annually to review their performance and participate in developing an individualized learning plan.
- Each fellow must participate in one quality-improvement project over the course of their fellowship.
- Each fellow must engage in scholarly work that includes one of the following: peer-reviewed research; publication of original research or other scholarly work; or presentation at a professional meeting.
- Maintain clinical expertise by attending appropriate CME courses and professional conferences as expected of full-time emergency medicine faculty.

Trainee Supervision

Supervision of clinical duties is not applicable as the fellow is considered a staff physician.

Supervision of administrative duties will be performed by Fellowship Program Directors or designated project leaders.

Monitoring of Wellbeing

It is the responsibility of the Program Director and the faculty to monitor fellow stress, including mental and emotional conditions which may inhibit performance or learning. The Program Director is also responsible for monitoring for drug related or alcohol related dysfunction.

- 1. Our program's efforts to enhance the meaning that each fellow finds in the experience of being a physician include:
- Protecting fellows clinical time by closely monitoring work hours on a quarterly basis.
- Providing administrative and research support through the program coordinator and Department of Emergency Medicine staff.

- Promoting progressive autonomy and flexibility in administrative realm (non-clinical environment) by:
 - providing fellows with directed experience from the program director, teaching faculty and other project preceptors.
 - providing supervision throughout the course of the fellowship while expecting fellows to make increasingly independent management decisions.
- Enhancing professional relationships by:
 - Creating mentorships between fellows and experienced leaders in healthcare.
 - Strongly encouraging our fellows to attend annual conferences and professional development courses.
 - Fellows will receive BEA funds per individual staff physician status.
- 2. Our attention to scheduling and work intensity includes:
- Requiring advance program director approval for all moonlighting activity.
- Encouraging fellows who are fatigued to contact the program director, other faculty or the fellowship coordinator for support.
- Expecting program faculty to watch closely for signs of fatigue and address concerns by arranging appropriate help for the fellow immediately.
- Adhering to our institutional GME Policy: Moonlighting
- Adhering to the institutional GME Policy: Clinical and Educational Work Hours
- 3. We evaluate and address the safety of fellows and faculty by:
- Including fellow wellbeing as a portion of meetings between the fellows and program director at regular intervals.
- Gathering fellow feedback about the program.
- Gathering fellow feedback about teaching faculty and other project mentors.
- Reviewing program improvement suggestions from the fellows at fellowship program education meetings throughout the year.
- Encouraging fellows to assist each other as well as program faculty as "peer clinicians" to identify fatigue in each other, and to provide coverage support for each other when fatigue becomes an issue for any clinician team member.
- 4. The following policies and activities encourage fellow and faculty member wellbeing:
- Didactic session during fellow orientation dedicated to self-care
- Adherence to institutional <u>GME Policy: Moonlighting</u> designed to avoid fatigue while meeting clinical learning requirements
- Providing <u>Confidential mental health support service</u>, offered 24/ hours a day, seven days a week at no cost to fellows or their families. In person appointments as well immediate phone consultation is available.
- Providing fellow and faculty access to <u>Learn to Live</u>, a confidential online assessment and learning tool to help with stress, depression, social anxiety and insomnia. The programs are confidential, available at no cost to fellows and faculty

- and completed at your own pace. Visit <u>learntolive.com/partners</u> and enter code "UMN" for access.
- Providing <u>Sharecare</u>, an online platform to promote health and wellbeing through the Office of Student Health Benefits
- 5. Flexible time off is calculated as part of fellows' clinical FTE.
- 6. We educate our faculty members and fellows in the identification of the symptoms of burnout, depression, and substance abuse, including means to assist themselves and others who experience these conditions by:
- Self-care awareness session during fellow orientation includes education on the symptoms of burnout, depression and substance abuse.
- 7. We encourage fellows and faculty members to alert the program director or other designated personnel or programs when they are concerned that another resident, fellow, or faculty member may be displaying signs of burnout, depression, substance abuse, suicidal ideation, or potential for violence. Please refer to the institutional Fitness for Duty policy for guidelines and reporting procedures
- 8. A variety of resources available to fellows and faculty:
- Confidential mental health support is offered 24/ hours a day, seven days a week at no cost to fellows or their families. In person appointments as well immediate phone consultation is available.
- A range of other support services are available to fellows and faculty.
- The <u>Office of Student Health Benefits</u> also provides a number of wellbeing resources.
- 9. Resources are also available on:
- GME <u>Current Resident and Fellows</u> web page under the <u>Support Services</u> area > Mental Health Resources.
- Office of Student Health Benefits Well-Being Resources

See additional details at: UMN GME Health Task Force

Fatigue Policies and Procedures

- Fellows who do not feel fit to perform patient care are expected to communicate that with the program director or attending physician.
- Vouchers are available for any fellows who feel or are deemed by another, too impaired to drive safely home. See institutional <u>GME Policy: Transportation and</u> Safety Policy
- Program faculty are expected to recognize signs of fatigue in fellows and other housestaff, to immediately address such concerns with the housestaff and

- arrange appropriate help (e.g. strategic napping, help arrange a ride home) immediately.
- Faculty are to let the program director know of any such concerns about fellow fatigue when they arise.
- Signs of fatigue and impairment include: napping while on duty, irritability, yawning, obvious tiredness, unexpected lack of organization, forgetting to perform patient care tasks, not responding to pages, chronic tardiness, not coming to fellowship teaching conferences.
- Other behaviors faculty should watch closely as signs of fatigue/leading to fatigue include: regularly arriving on duty well before other team members, regularly remaining in hospital/clinic longer than other team members, completing patient notes late at night or the next day, moonlighting, chronic lateness in chart completion, challenges in fellows' personal lives.

Conference Attendance Requirements

CME Courses (Optional)

A variety of courses are available through the Office of Continuing Professional Development at the University of Minnesota. There are fees for most courses and preregistration is required. For more information, refer to their website at http://www.cme.umn.edu

Department of Medicine Grand Rounds (encouraged during UMMC rotations) To view the Grand Rounds and M&M calendar for Department of Medicine go to the following link: https://www.dom.umn.edu/news-events/conferences

Clinical and Educational Work Hours Requirements and Reporting

- 1. Fellows are responsible for adhering to the schedule created by their programs.
- 2. Fellows are expected to contact the program director immediately with any concerns for fatigue, related to duty hours or not.

Attendance

In case of illness or if unable to work clinically, fellows are expected to follow guidelines for staff physicians.

Program Curriculum

ACGME General Competencies

Although this is a non-ACGME Fellowship, we will refer to ACGME competencies for reference. See competencies for Patient Care; Medical Knowledge; Practice-based Learning and Im-provement; Interpersonal and Communication Skills; Professionalism; and Systems-based Practice at: <u>ACGME HALM Competencies</u>

Clinical Rotations and Block Schedule

Year 1	
Month	Core Content Topic
July	Departmental Leadership and Organizational Structure
August	ED Operations 1
September	Quality and Patient Safety 1
October	Coding, Reimbursement, Documentation
November	ED Operations 2
December	Quality and Patient Safety 2
January	Hospital Leadership and Organization Structure
February	Finance/Accounting
March	Informatics
April	Capstone Project / Project Development and Management
May	Teaching and Mentorship - ED Administration
June	Scholarly Work - ED Administration

Year 2 (optional, for 2-year candidates with MBA curriculum)		
Quarter	Core Content Topic	
Q1	Elective - Scholarly Work	

Q2	Elective - Capstone Project
Q3	Elective - Mentorship
Q4	Elective - Scholarly Work, Capstone Project, Mentorship

Didactics

The fellows are expected to attend the following non-clinical events (educational, administrative, etc.):

- Operational and quality meetings with hospital leadership.
- Regular departmental leadership meetings.
- Regular meetings for academic faculty and for clinical providers.
- Monthly education experience to increase fellow's understanding and exposure to healthcare administration, leadership, and management.
- Journal club events.
- Executive meetings for career development.
- Educational sessions as an instructor to medical students and/or emergency medicine residents.
- All executive MBA courses & events as required.

Courses, Rules for Attendance

Fellows should attend all required educational events. Fellows should communicate with the Program Director and Program Coordinator as soon as possible about any scheduling conflicts or unexpected absences.

Research Requirements

Fellows should engage in scholarly activity that includes at least one of the following during the fellowship:

- Publications, peer reviewed or non-peer reviewed.
- Presentations at local, regional, or national professional and scientific society meetings.
- Podcast, website, open-access video or other non-traditional electronic media publications.

Capstone Project Requirements

Every fellow has to lead a capstone project in the course of their fellowship.

Evaluations and Outcomes Assessment

Evaluation Process

Fellow Evaluations

- Fellows and program directors will review written block objectives together at the start of each new block assignment. Based on the block objectives, the program directors and the fellow verbally agree on an educational plan, as well as operating procedures, for that block.
- Fellows receive formative (ongoing) feedback from the program directors, verbally, at regular intervals during each block.
- Fellows receive summative feedback from the program director at quarterly meetings. At these meetings, fellows receive an assessment of their clinical and academic performance along with concrete recommendations for performance improvement.
- Fellows will receive a final evaluation from the program director upon completion of the program.
- Evaluation disputes may be referred to the Department Head for review and recommendations if needed.

Program and Faculty Evaluations

- Fellows meet quarterly, individually, with the Program Director to discuss structural training issues that affect the clinical and research components of their training (as described above). Fellows are encouraged to come to the meetings with concrete suggestions for curriculum and operational enhancements to strengthen the program on an ongoing basis.
- Suggestions for improvements identified by fellows during the quarterly review and throughout the program year are formally reviewed at fellowship program education meetings that are held throughout the program year.

Evaluation Tools

The fellowship uses written and verbal summative evaluations from teaching faculty and capstone project collaborators to contribute to the evaluation of the HALM fellow.

LCME Requirement and Teaching Other Learners

Fellows may have the opportunity to gain experience in teaching medical students and residents. Fellows are expected to contribute to the education of other learners when they are present. This can include trainees from other health care professions. (e.g. nursing, social work).

Program Policies and Procedures

Leave Policies

Vacation

Flexible Time Off (FTO) is built into the clinical shift/hour requirement as a staff physician. For administrative time off, fellow may request this from program directors at the university.

Refer to <u>Institution-Level Policy: Graduate Medical Education Leave</u>, under *Vacation Leave*, for additional information on institutional guidelines.

Health (formerly Sick Time)

FTO is designed to cover unexpected absences such as sick time as well as expected absences such as vacation.

Refer to <u>Institutional Policy: Graduate Medical Education Leave</u>, under *Health Leave*, for additional information on institutional guidelines.

Holidays

Fellows are expected to work holidays as their clinical schedule requires.

Reasonable accommodations will be made to allow fellows to not work on preferred holidays.

Refer to <u>Institutional Policy: Graduate Medical Education Leave</u>, under *Holiday Leave*, for additional information on institutional guidelines.

Academic / Educational Leave

The Healthcare Administration, Leadership, and Management Fellowship Program encourages fellows to attend one national conference each academic year. Fellows may also wish to attend other conferences for career development, educational, or research purposes.

As an attending staff physician, fellow will receive BEA funds to cover conference and career development expenses.

Administrative Leave of Absence

The Department does not offer administrative leave as such but does grant personal leave and other types of leave in accordance with policy.

Parental Leave

Refer to <u>Institutional Policy: Graduate Medical Education Leave</u>, under *Parental Leave*, for additional information on institutional guidelines.

Personal Leave

Refer to <u>Institutional Policy: Graduate Medical Education Leave</u>, under *Personal Leave*, for additional information on institutional guidelines.

Family Medical Leave (FMLA)

See details at: <u>Institutional Policy: Graduate Medical Education Leave</u>, under *Family Medical Leave Act (FMLA)*.

Bereavement Leave

Refer to <u>Institutional Policy: Graduate Medical Education Leave</u>, under *Bereavement Leave*, for additional information on institutional guidelines.

Jury and/or Witness Duty

<u>Institutional Policy: Graduate Medical Education Leave</u>, under *Military, Court Appearance of Civic Duty Leave*, for additional information on institutional guidelines.

Military Leave

<u>Institutional Policy: Graduate Medical Education Leave</u>, under *Military, Court Appearance of Civic Duty Leave*, for additional information on institutional guidelines.

Moonlighting

Fellows who moonlight must comply with the <u>GME Policy: Moonlighting</u>. Key elements of policy and guidelines include:

- Fellows must receive approval from the program director in advance.
- The program director will only approve moonlighting if it does not interfere with the fellows' education and clinical performance, including participation in nonclinical fellowship activities such as teaching, didactics, and scholarly activities.

Refer to <u>GME Institution Policy Manual</u>, under *Moonlighting Policy*, for additional information about institutional policy.

Impairment

Refer to the GME Policy: Resident/Fellow Fitness for Duty.

Grievance / Due Process

Refer to the Institution Level Policy: Discipline, Dismissal, and Failure to Advance

Disciplinary & Corrective Action Policy

Refer to the Institution Level Policy: Discipline, Dismissal, and Failure to Advance.

Employee Assistance Program (EAP)

Refer to <u>Resources for Current Residents and Fellows</u>, under Support Resources Refer to Office of Student Health Benefits Well-Being Resources

State Medical Board Licensure Requirements

Fellows must obtain a Minnesota Medical license. Trainees should consult the <u>Minnesota Board of Medical Practice</u> for licensure requirements and information on applying for a license.

DEA Certificate

Trainees are required to attain a DEA number (certificate) when they become eligible. See details at: Department Policy: DEA Certificate

Institutional Committee

Fellow participation on hospital committees is allowed and encouraged. Contact the program director if you are interested in serving on a committee.

Parking

See information about parking on campus: <u>UMN Parking and Transportation Services</u>

Lab Coats and Scrubs

White coats are not required or expected attire. Fellows may be able to obtain scrubs through their hospital site. Please contact the program if you have problems obtaining scrubs.

Benefits, Information, and Resources

Stipends

Refer to the <u>stipend and benefits</u> page for information about stipend rates, pay dates and your pay statement.

Business Expense Allowance

BEA funds may be used to cover items used in the course of the fellowship such as membership dues. Generally, memberships to specialty organizations are not covered but maintenance of certification fees may be covered.

In addition to BEA funds, fellows have some funds that may be used to attend recommended conferences. Refer to the <u>Conference Attendance Requirements</u> section of this manual for more information.

Insurance

Health Insurance

See details at Office of Student Health Benefits, under Health Benefits

Professional Liability Insurance

Professional Liability Insurance will be provided to the fellow as a staff physician.

Disability Insurance

See details at: Office of Student Health Benefits, under Disability

Worker's Compensation

See details: Current Residents and Fellows: Worker's Compensation and

Occupational Health Claims

Systems and Communication

Email

Fellows are assigned a UMN, UMP, and hospital email account and must check their email regularly as important communications that require a response are often sent via email.

See details about setting up and using UMN email at: https://it.umn.edu/technology/gmail

Contact UMN Tech Support at 612-301-4357 or check online at http://www.oit.umn.edu/

To access your email, type http://gmail.umn.edu into your browser, and enter your UMN username and password when prompted.

Computer support for UMN Health Science devices is available by calling 612-301-4357. You will need to provide the device number on your device which can be found on the green sticker on the bottom of your laptop

Technology support at UMMC, Fairview, MHealth Clinic and Surgery Center (CSC), and the UMMC portal access and training resources is available 24 hours a day by calling (612) 672-6805

Cell phone

Trainees who use their cell phones to check their UMN gmail should install the Google device and Policy App in order to ensure the security of their information. See information about device security and set up instructions:
HIPAA Device Security Update Project">HIPAA Device Security Update Project

Internet

While on campus, users may use their UMN internet ID to login to eduroam for Wifi service. See details at: WiFi: How to Connect to eduroam.

Access to institutional programs and databases

MYU Portal (www.MyU.umn.edu)

Medical Library and Services

See details at: <u>Current Residents and Fellows: Education and Development</u>, under Bio-Medical Library.

See additional information at: University of Minnesota Libraries

Local Information and Resources

Medical Library and Services

See details listed under the <u>Access to Institutional Programs and Databases</u> section of this manual

Local Information and Links

https://www.exploreminnesota.com/

Transportation

See details about public transportation in the Twin Cities: MetroTransit See details about biking near the Twin Cities campus: Parking and Transportation Services, Bicycle]

See details about parking on the Twin Cities campus: Parking and Transportation

Sporting events

See details about Minnesota sports events: Professional Sports Schedule

Cultural events

- Guthrie Theater
- Hennepin Theater Trust
- Ordway Theater
- Brave New Workshop
- Penumbra Theatre

Confirmation of Program Manual Receipt

Fellows should notify Program Coordinator, Haley Rothman, to confirm they have received and reviewed this program manual via email: hdauff@umn.edu.