



## Wichita Center for Graduate Medical Education

Institutional Handbook



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## Complaints from the Kansas State Board of Healing Arts (Process)

As per Kansas State Board of Healing Arts Disciplinary Procedure, when a complaint is received by the Board staff an initial determination is made: “the complaint must pertain to the practice of a profession licensed by the Board and must allege facts constituting a violation of the laws administered by the Board. These 2 requirements are necessary to open a case for investigation. If the complaint contains insufficient information, more information may be requested from the complainant.”<sup>1</sup>

1. Once the resident is notified by the Kansas State Board of Healing Arts of a patient complaint and a Response Letter is requested, the resident will notify their Program Director.
2. If the Program Director is unreachable in a reasonable amount of time, the resident will notify either the Associate Program Director, Chair or another Core Faculty about the complaint and request for a Response Letter.
3. The resident will draft a Response Letter to be reviewed by the Program Director, Associate Program Director, or designee in the absence of the Program Director.
4. The Program Director (Associate Program Director, Chair or Core Faculty) will notify WCGME if a request for an attorney to review the Response Letter is desired.
5. If the Program Director does not feel an attorney is needed to review the Response Letter, the Letter will be forwarded by the resident to the Kansas State Board of Healing Arts as outlined in the request.
6. If the resident and/or Program Director desires the Response Letter to be reviewed by an attorney, the Response Letter will be forwarded to the WCGME DIO and COO for review to assure adequate detail is included in the letter. WCGME DIO and/or COO will contact an approved attorney to review the Response Letter prior to submission to the Kansas State Board of Healing Arts.
7. After review from the attorney, the resident will be notified of any recommended revisions to the Response Letter.
8. Resident, under the direction of the Program Director, will make the final revisions to the letter and submit to the Kansas State Board of Healing Arts.
9. A copy of the Response Letter along with the complaint will be maintained in the Program Director’s file and will not become a part of the resident’s official file in New Innovations.
10. Tracking and trending patient complaints is an important part of quality. Programs will track patient complaints resulting in a request for a Response Letter along with existing peer review documentation.
11. The resident and program will process patient complaints as part of its continuous quality improvement activities.

Attachment:

KSBHA Complaint Form

[http://www.ksbha.org/forms/complaint\\_fillable.pdf](http://www.ksbha.org/forms/complaint_fillable.pdf)

### REFERENCES

<sup>1</sup>Kansas State Board of Healing Arts: Complaints. <http://www.ksbha.org/complaints.shtml>

## Dependent Care (DC) FSA

- Optional participation in a Dependent Care FSA is available. A Dependent Care FSA is a plan designed to help manage the cost of childcare expenses by contributing

funds on a pre-tax basis. Maximum election determined annually by IRS. Funds are only available as they are deposited into the DC FSA.

## Educational Support Services-KUMC

- KUMC Educational Support Services and WCGME have partnered together with the focus being to support residents and fellows in their study preparation, time management, and testing skills. There is no limit on the number of residents accessing our services, as well as no limit on the number of sessions a resident can attend.
- Sessions with Educational Support Services can be voluntary, mandatory, or self-referred. All referrals must be processed through the WCGME office. Either the resident or the program will complete the Coaching Referral form and submit to WCGME. WCGME will determine if the referral is appropriate for educational support services and notify the resident and/or program director with contact information so that an appointment can be scheduled. WCGME will send a copy of the referral form with information related to the request to the Educations Support Learning Specialists.

## E-mail Accounts

- All KUSM-W residents and fellows will be issued e-mail accounts at the beginning of their residency. KU medical school graduate KUMC email accounts will remain with them throughout residency. E-mail is an official communication mechanism used to relay information with the expectation to regularly (defined as at least once per day) be checked. Residents/fellows will be held responsible for all information communicated by KUMC email. Residents/fellows on approved leave are not expected to check their email while on leave.
- Residents and fellows are expected to follow all University policies outlined at the web-address below to ensure that e-mail is responsibly used and managed.  
[Viewing Email Use \(policystat.com\)](http://policystat.com)
- E-mail addresses will be provided to the Accreditation Council for Graduate Medical Education (ACGME) to allow the ACGME to conduct resident surveys.

## Employee Assistance Program (EAP)

- KUSM-W is invested in the total health and wellness of each resident/fellow and their families. We recognize residents may face problems involving burnout, finances, relationships, emotional or physical difficulties, abuse of alcohol, drugs, or other chemical substances, or other problems that may disrupt their lives. Our employees are eligible to access the Employee Assistance Program through either a mandatory or self-referral. If mandatory referral is made the program director will submit a "Notification of Mandatory Referral to EAP" form to the EAP. The EAP will report if the resident attends the EAP session(s) and will ensure the reason for the mandatory referral is addressed. The details of the session will be confidential and will not be shared with WCGME, SHEF or the program director.
- The EAP contracted for WCGME residents is EMPAC and they can be reached at 316-265-9922 or 800-234-0630 for an appointment. Residents and their immediate family members are permitted a total of six sessions per year at no cost to the resident.

- The EAP contracted for SHEF residents is Health Advocate and they can be reached at 877-240-6863 to schedule an appointment. Residents and their immediate family members are permitted a total of six sessions per year at no cost to the resident.

## **FICA Contributions**

- Federal Insurance Contributions Act (FICA) is a United States federal payroll contribution directed towards both employees and employers to fund Social Security and Medicare. FICA taxes are mandatory employment taxes that must be both withheld and paid on behalf of each employee. WCGME will match the FICA tax share the resident employees have withheld from their paychecks. The percentage of income for FICA tax is determined by federal law and is the same for all employees. FICA taxes will be reported on IRS Form 941 annually.
- As applicable under federal statutes, contributions will be made by WCGME to FICA on behalf of its employees. Residents on a J-1 visa are exempt from FICA payments for the first two calendar years of their presence in the United States. After the two-calendar year period, residents on a J-1 are subject to FICA withholding. Employers and employees are required to each pay 7.65% FICA (6.2% for Social Security and 1.45% for Medicare) on gross annual pay with adjustments for inflation. FICA will be withheld on all payroll submissions, including additional compensation and any reimbursements that fall under Internal Revenue Services (IRS) ruling.

## **Flexible Spending Accounts (FSAs)**

- Optional participation in an FSA is available. An FSA is a plan designed to help manage the cost of health care by allowing the resident to set aside funds (up to limits determined yearly by IRS) on a pre-tax basis to pay for eligible medical, dental and vision expenses. There is a rollover of up to \$500.00 at the end of each year. All expenses must be submitted within 90 days of termination to qualify for payment through the FSA.

## **Health Savings Account (HSA)**

- Optional participation in an HSA is available in conjunction with the High Deductible Health Plan. An HSA is designed to help manage the cost of health care by allowing the resident to set aside the amount they choose on a pre-tax basis (up to limits set by the IRS) to pay for eligible medical, dental and vision expenses. The money in an HSA rolls over at the end of the year and will continue to earn interest until the funds are withdrawn for medical expenses or until the resident reaches the age of 65 when the funds can be withdrawn for any reason without incurring penalties. Please refer to WCGME Employee Benefits for a more detailed description.

## **ID Badges**

- Residents and fellows will be issued photo ID badges after approved to begin training and are required to wear them while performing resident-related responsibilities. To help meet institutional security requirements, residents should wear the photo ID badge appropriate to the location in which they are working. The ID badge should be worn in a highly visible manner while on hospital, university, or any participating site where the resident trains. ID badges may not be traded, loaned, or shared. The ID badge is worn only by the person to whom it was issued.
- Residents in the Internal Medicine, Med/Peds, Gastroenterology, and Psychiatry programs will be issued an ID badge from KUSM-W. Residents and fellows from all

other training programs may request a KUSM-W badge to access the library, wellness room or any other area at the University.

- Residents must report lost or stolen ID badges to the site where the card was issued.
- Residents must surrender their ID badge upon termination of employment or graduation from the training program.

## **Insurance (Health, Dental, and Vision)**

### **➤ Health Insurance**

- Subject to enrollment and verification of eligibility, residents, fellows, and their eligible dependents are offered health insurance through Wichita Center for Graduate Medical Education (WCGME) at a monthly cost. Residents and their dependents, who meet the plan's eligibility and conditions, must complete all the required enrollment materials for the plan to begin. The plan year begins on July 1<sup>st</sup> and ends on June 30<sup>th</sup>. Any resident starting after the first day of the month will be eligible on the first day of the following month. The plan will end on the last day of employment. Upon termination of employment residents can elect and purchase COBRA continuation coverage. No person may be insured both as an employee and as a dependent and no person will be considered as a dependent of more than one employee.
- To become a Participant in the Plan, the resident must enroll using the forms or online platform provided by the Plan Administrator. The forms or online enrollment must be completed and returned to the Plan Administrator during the annual open enrollment period. If enrollment is not completed by the date specified by the Plan Administrator, the resident and their dependents will not be eligible until the next Plan year unless resident is determined to have a qualifying event.
  - Failure to Enroll When First Eligible. If the resident fails to enroll when first eligible, they will not be able to do so until the next Open Enrollment Period and, therefore, Plan will not take effect until the first day of the following Plan Year. The same rule applies if the resident fails to enroll any dependents when they are first eligible to enter the Plan. The Plan allows 63 days of the date on which the resident or their Dependent became eligible to participate in the Plan.
  - "Special Enrollment" or "Qualifying Event" (Exceptions to the eligibility rule)
    - Acquisition of a new dependent. If the resident acquires a new dependent due to a marriage, birth, adoption, or appointment of legal guardianship, that dependent may enroll outside the normal Open Enrollment Period. The new dependent must be enrolled in the Plan within 63 days of the marriage, birth, adoption, or legal guardianship appointment.
    - Loss of Other Group Health Plan Coverage. If resident declines enrollment in the Plan for themselves and/or their dependents because the resident and/or their dependents were enrolled in another group health plan or health insurance policy, and that other coverage is subsequently lost, resident may enroll themselves and/or their dependents in the Plan outside the normal Open Enrollment Period within 63 days after the other coverage ends.

### **➤ Dental Insurance**

- Dental benefits are provided through Delta Dental at a monthly cost. Please refer to the WCGME [Salaries and Benefits](#) webpage for further information.

➤ **Vision Insurance**

- Resident/Fellow vision benefits are provided through MetLife. Please refer to the WCGME [Salaries and Benefits](#) webpage for further information.

## **Job Description for KUSM-W Resident**

The position of resident physician involves a combination of supervised, progressively more complex, and independent patient evaluation and management functions, formal educational and scholarly activities. The position is physically, emotionally, and intellectually demanding. Provision of care provided by the resident physician is commensurate with the resident's level of advancement and competence, under the general supervision of appropriately privileged attending physician teaching staff. Through supervised training, it is expected the resident physician will develop the skills, knowledge and attitudes required to enter the unsupervised practice of medicine.

- **Position Duties of Resident Physician**

- Participates in safe, effective, and compassionate patient care.
- Demonstrates an understanding of ethical, socioeconomic, and medical/legal issues that affect graduate medical education.
- Applies cost containment measures in the provision of patient care.
- Participates in the educational activities of the training program, and, as appropriate, assumes responsibility for teaching and supervising other residents and students.
- Completes evaluations and surveys required by the program, KUMC-W and ACGME.
- Honestly and regularly reports clinical and educational work hours.
- Participates in research and scholarly activities as required by Program.
- Participates in institutional committees, subcommittees and councils as assigned.
- Maintains DEA throughout training.
- Maintains certification (BLS, ACLS, PALS, ATLS, etc.) as required by the Program and WCGME.
- Maintains current state licensure as required by WCGME.
- Performs duties in accordance with the established practices, procedures, and policies of residency programs, KUSM-W, WCGME and participating institutions including the hospitals.
- Maintains representation that resident is not excluded from federal healthcare programs.
- Maintains consistent and punctual attendance.
- Maintains ability to handle stressful situations involving patients and their diagnosis and treatment.

- **Qualifications**

Residents must meet one of the following:

- Graduate of a medical school in the United States or Canada accredited by the Liaison Committee on Medical Education (LCME) or the American Osteopathic Association (AOA)
- Graduate outside the United States or Canada and holds a certificate from the Educational Commission for Foreign Medical Graduates (ECFMG)

This position description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. It is only a summary of the typical functions of the job, not an exhaustive list of all possible job responsibilities, tasks, duties, and assignments.

## Library

- The George J. Farha Medical Library is located on the KUSM-W campus. The brick-and-mortar library is accessible 24 hours a day, 7 days a week with a KUSM-W ID Badge. Staff availability varies from 8 a.m. to 5 p.m., Monday through Friday.
- The online resources of the library are available from anywhere in the world where a valid internet connection can be obtained. The online resources of the library include electronic journals, books, and other web-paged materials.
- UpToDate is a clinical electronic reference designed to provide current answers to patient care, diagnosis and treatment questions. UpToDate is written by a recognized faculty of experts who synthesize the best available medical evidence with the best practice to provide practical recommendations that clinicians can trust. UpToDate is available free of charge at the library on campus.
- The Farha Medical Library offers a free research consultative service. Reference librarians can assist with identification, location, and use of information resources. Resources may include databases, websites, printed materials, community resources, or subject experts. Librarians can also assist with searches or provide literature searches (print and electronic).

## Life Insurance/Accidental Death and Dismemberment

- WCGME will pay full premiums for life insurance and accidental death and dismemberment throughout the resident's employment.
- Life insurance covers instances of death resulting from illnesses or natural causes. The amount of personal life insurance offered for all WCGME residents is a maximum of \$50,000.
- Accidental death and dismemberment insurance covers accidents that are fatal or result in dismemberment or disability. The amount of accidental death and dismemberment coverage is \$50,000. The benefits are not payable in the event of intentional self-inflicted injury, self-inflicted death, or self-destruction.

## Long-Term Disability

- Full payment of premiums for long-term disability is paid for each resident while active in the residency program.

For more detail on Plan benefits, please see WCGME Benefits Summary on the KUSM-W website under the Graduate Medical Education-Wichita and the [Salaries and Benefits](#) tab.

## On-Call Meals

- Food and beverages are provided in hospital cafeterias or coffee shops, vending machines, and sometimes physician lounges when a resident is required to stay on hospital premises, including night call.



## Pagers

- Residents in the Anesthesia, Internal Medicine, Medicine/Pediatrics, Orthopaedic Surgery, Psychiatry and Surgery programs will be issued a pager from WCGME. Residents in programs not listed above may be issued a pager from the hospital to which they are assigned during their residency.
- Batteries for WCGME provided pagers are supplied by WCGME at no cost to the resident.
- Report a WCGME provided pager that has been lost or misplaced pager to WCGME immediately.
- Pagers are to be returned to WCGME upon completion or termination from your residency program.
- Pager instruction manuals are available in the WCGME office upon request.

## Professional Coaching

- WCGME and SHEF also provide access to a professional coach. Residents and fellows are permitted ten sessions with the coach at no cost to the resident. Sessions with the coach can be voluntary, mandatory or residents can self-refer for coaching.
- All referrals, whether self-referred or referred by the program director, must be processed through the WCGME office. Either the resident or the program will complete the Coaching Referral form and submit to WCGME. WCGME will determine if the referral is appropriate for coaching and notify the resident and/or program director with contact information of the coach so that an appointment can be scheduled. WCGME will send a copy of the referral form with information related to the request. If the referral was from the program director, the coach will send the program director an update on the coaching progress related to the referral. Details of the coaching session will be confidential and not shared with WCGME or the program director without the consent of the resident. If the referral was a self-referral, no information will be shared with WCGME or the program director, outside the number of visits included on the invoice.

## Professional Liability Insurance

- Residents and fellows will be provided professional liability insurance with limits as required by Kansas law. Excess coverage provided via the Kansas Healthcare Stabilization Fund is also provided. This insurance (claims made with tail and with the following limits: basic coverage \$500,000/\$1.5 million, excess coverage \$500,000/\$1.5 million) covers clinical activities performed within the scope of the residency training program and under the supervision of a member of the residency teaching staff. This professional liability covers all clinical activity at all sites approved by the residency program within the scope of training.
- **COVERAGE PROVIDED FOR RESIDENCY/FELLOWSHIP DOES NOT COVER MOONLIGHTING.** Residents who moonlight **MUST** have a Resident Active License or a full and unrestricted medical license and purchase additional professional liability insurance (See Moonlighting Policy).

## Resignation and/or Transfer Protocol

### ➤ Resignation of Appointment and Employment

When a resident elects to resign their contract with WCGME the following steps must be followed:

1. The resident should be counseled regarding the clause in their contract stating a 30-day written notice is required to resign their contract.
2. The resident should send a written notice of resignation (Resignation Letter) to WCGME and to their Program Director. This letter must be dated, signed, and received at least 30 days prior to the effective date of resignation.
3. WCGME will confer with the Program Director on receipt of the resignation notice.
4. With Program Director acceptance, WCGME will document in writing acceptance of the resident's request for resignation and forward a copy to the Program Director.
5. A copy of the resident's resignation letter and WCGME's acceptance will be filed in the resident's permanent training and employment record.

➤ **KUSM-W Resident Wanting to Transfer to Another Training Program**

If a resident wants to transfer to another program, the following must occur:

1. Resident will submit a request to transfer to their Program Director and WCGME.
2. The two affected Program Directors will discuss the transfer prior to the resident being offered a contract.
3. KUSM-W Program Director will submit a written or electronic verification of prior educational and performance experience, and a summative competency-based performance evaluation to the requesting program.
4. Milestone evaluations should be sent to the new program upon matriculation.
5. For programs with an ACGME-based case log requirement, Program Director will arrange for transfer of ACGME Case Log data after resident's acceptance into the transferred program.

➤ **Resident from another Sponsoring Institution Wanting to Transfer to a KUSM-W Program**

If a resident wants to transfer from another institution to a KUSM-W program, the following must occur:

1. The two affected Program Directors will discuss the transfer prior to the resident being offered a contract.
2. KUSM-W Program Director will obtain a written or electronic verification of prior educational and performance experience, and a summative competency-based performance evaluation before accepting a transferring resident.
3. Program Director will obtain Milestone evaluations from previous program upon matriculation.
4. To receive educational credit for past residency training, Program Director will communicate with the Specialty Board to determine if/how much educational credit will be granted. This will determine the transferring resident's year in the training program.
5. Hospital(s) must be notified and approve resident transfer, if transferring resident will begin the program outside their initial residency period as it relates to government reimbursement (Intern and Resident Information System IRIS).

## Student Loan Deferments

- All student loan deferments and verification of employment forms needing an official signature should be sent to WCGME for processing.
  - Please allow 10 business days for processing.
  - A copy of the completed form will be kept on file in the Resident Management Software used by the WCGME office.
  - Residency enrollment can only be verified from the start and end dates listed in the Resident Agreement, or addendum as appropriate.

- Resident signature MUST be on the deferment or verification form providing a formal release of information.
- DO NOT complete the question asking the name of the hospital where your residency is located.
- WCGME will forward the completed deferment or verification by fax, e-mail, or US mail at the request of the resident or agency.

## **WCGME Credit Card**

The Wichita Center for Graduate Medical Education (WCGME) administers program budget monies that are allocated by Ascension Via Christi and/or Wesley Medical Center to individual residency and fellowship programs for use throughout the academic year to fulfill specific educational needs within the program. Program budgets do not include monies that are provided to University of Kansas School of Medicine-Wichita academic departments or through direct contract between the residency program and the hospital(s).

Issuing credit cards to each residency and fellowship program facilitates the ease with which program leadership can pay for approved, program related expenses. The purpose of this policy is to outline the process for requesting a credit card and the responsibilities an individual undertakes when requesting a credit card.

### Requesting a credit card

Because program credit card expenses are paid using program budget monies, only those program directors who receive program budget funds through WCGME may request a credit card using the attached Application for Program Credit Card. Credit cards must be requested by the program director, though may be issued to either the program director or program coordinator as determined by the program director. The individual named on the card is responsible for ensuring that all charges that are made on the credit card adhere to the requirements described in this policy.

### Allowable Expenses

Credit cards may only be used to pay for approved, program-related expenses. These include:

- Curricular materials for use in the residency program
- Memberships or Educational Dues
- In Training Examination registration fees
- Events that have been pre-approved using the Event Request Form such as graduation, recruitment, didactic or wellness event related expenses.
  - The credit card should only be used to purchase the items as approved on the event request form once the event has been approved.
- Office supplies
- Professional development expenses
  - Please note that any travel expenses placed on the credit card must be allowable under the WCGME travel policy.

If an individual is unsure if an item is an allowable expense, he/she/they should check with WCGME prior to utilizing the credit card.

Please note that if pre-paid expenses for an individual such as airline tickets or conference registration need to be cancelled, the program credit card should be credited with the amount that has been pre-paid. If this is not possible and the individual is given a voucher in their name

for future use (i.e. a ticket for a future flight or future registration), the individual who received the voucher must re-pay the charge to the program credit card.

Any expense that cannot be reimbursed from the program budget cannot be placed onto the credit card. This would include, but is not limited to:

- Items for resident outside or future employment such as travel costs for interviews or license fees
- Specialty board examination fees with the exception of the Radiology CORE and Anesthesiology BASIC examinations
- Alcohol or alcohol related items

The credit card should also not be used as a pass-through mechanism when other funding will be utilized for an event, i.e. a charge should not be placed on the program credit card with a plan for another entity to “pay back” the program budget.

#### Submission of Original Receipts

An original receipt and list of attendees are required for all charges on the credit card. A list of attendees should accompany any receipts for the purchase of food for any event. Similarly, all purchases of gift items are required to be accompanied by a list of who received each item for tax purposes. Such a listing is not required for de minimis items as described in the program budget guidelines.

Receipts, expense reports and all accompanying documentation should be submitted within 10 business days after a charge has been placed on the credit card. Failure to submit receipts in a timely fashion may result in the loss of the credit card.

#### Credit Card Limits

Each credit card has a limit of \$10,000. The balance on the card will be paid in full by WCGME once each month to avoid late fees. If you are purchasing something over the \$10,000 limit or know a purchase will take you over the \$10,000 please contact WCGME for assistance.

#### Authorized Users of the Credit Card

Credit cards are issued to one individual in each residency/fellowship program only. These individuals are responsible and the only approved user of the credit card. Credit cards should not be left unattended or stored at work in a desk or file drawer. Similarly, anyone not named on the card should not be given the card to use or hold.

If a credit card is lost or stolen it should be reported to WCGME and the appropriate law enforcement entities as soon as possible.

If personal or unauthorized expenses are charged to the credit card, WCGME will invoice the individual named on the card for the unauthorized amounts. Repeated instances of unauthorized expenses will result in the loss of the credit card.

**Application for a Program Credit Card**

Name: \_\_\_\_\_

Position: \_\_\_\_\_

I understand and agree that:

- I bear ultimate responsibility for the security of the credit card.
- I will not use the program credit card to withdraw cash.
- I will not use the program credit card for personal expenses and will use it only for official business on behalf of the program
- If I misuse the card (i.e., use it otherwise than in accordance with the instructions given to me in this agreement or related policies) or otherwise fail to reconcile my expenditures within the prescribed procedures and timeframe, the program credit card may be rescinded.
- If the program credit card is lost or stolen, I will report it immediately to controller of WCGME and appropriate law enforcement entities.
- If I resign from my position, I will return the card with a final reconciliation of all expenditures prior to departure.

Cardholder signature: \_\_\_\_\_

Date: \_\_\_\_\_

Program Director's signature: \_\_\_\_\_

Date: \_\_\_\_\_