Mechanisms for Addressing Resident Concerns

Our institution provides an environment in which residents may raise and resolve issues without fear of intimidation or retaliation.

**Resident Quality Council**

The Resident Quality Council is an elected group of residents who are devoted to maintaining a high-quality educational environment. GME hosts and attends the meetings to gather resident concerns. Talk to your representative to submit an agenda item.

**Suggestion Boxes**

Locked suggestion boxes can be found in resident spaces (such as lounges) in each department. This provides an on-site reporting mechanism for residents. The boxes are checked every other month and all submissions are addressed by the DIO.

**GME Open Door Policy**

Residents may contact the GME Directors or the DIO to discuss confidential matters. Anonymous submissions can be entered at gme.med.wayne.edu.

GME carries resident concerns anonymously to the GMEC for further discussion as needed.

Residents can call our office anonymously via the number below.

**Resident Hotline:** (248) 457-5120

**WSU Office of the Ombudsperson**

The Office of the Ombudsperson exists to assist students, faculty and staff in solving University-related problems. The Office can help students break through bureaucratic issues, overcome unfair treatment, or obtain consideration of extenuating circumstance by providing information and advice and by facilitating communication. The Office has no authority to change academic or administrative decisions although it has been known to influence them. Ombudsperson – Laura Birnie-Lindemann - Phone: (313) 577-3487 – FAX: (313) 577-9296

**Town Hall Meetings with Institutional Leadership**

WSU SOM present additional opportunities for resident dialogue with institutional administration through resident forums with Associate Dean for Graduate Medical Education.

Residents can also voice concerns via Special Reviews, the Annual GME Survey, and through EAP (Employee Assistance program)
Important Contact Information for WSU Resources

**GME Office**
Tsveti Markova, MD, FAAFP—Associate Dean for GME and DIO
tmarkova@med.wayne.edu
Martha Jordan, M. Ed—GME Administrative Director
mjorda@med.wayne.edu
Lisa Dillon, PhD—Director for Research and Education
ldillon@med.wayne.edu
Amy Stolinski, MPH—Research Specialist
astolins@med.wayne.edu
Nora Kramer, Administrative Assistant
nkramer@med.wayne.edu

**GME Main Office**
(248) 581-5900
gme.med.wayne.edu

**Ulliance Employee Assistance Program**
(800) 448-8326
ulliance.com/eap

**Resident Benefits**
Ursula Hart
Phone (313) 577-6349
ao1514@wayne.edu

**Resident Payroll**
(313) 577-2138

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