



**Purpose:**

THMEP is committed to excellent and safe patient care and to providing a learning environment that is educational, professional and supportive.

- All employees and learners are encouraged to provide feedback to the THMEP administration about concerns regarding any aspect of its administration or educational programs, including all aspects of the learning environment at TMC or elsewhere within the educational program.
- Grievances or complaints should be discussed and resolved informally and openly with either fellow residents, attendings, appropriate staff or the Program Director without fear of retaliation or intimidation.
- If not, then an informal timely meeting and confidential discussion with the Program Director must occur. Issues will be handled in confidentiality and without retaliation or intimidation.
- All parties will evaluate and answer the complaint or grievance; gather necessary clarification and adjudicate or resolve by mutual informal agreement.
- Methods of resolution may include but are not limited to: altering the work environment, communicate with attending or staff, program improvement processes, and education of GME staff and resident.
- More formal methods of addressing grievances and complaints, if necessary, are evaluation and mutual resolution by the THMEP DIO and GME Committee or the hospital Medical Executive Committee.
- Employees and learners may also relay concerns directly and without anonymity, but without fear of censure or retaliation, to THMEP at (520) 324-5096 or email Dr. Aaronson at [robert.aaronson@tmcaz.com](mailto:robert.aaronson@tmcaz.com).
- Any employee concerns regarding Patient safety or Quality of the clinical environment should be entered into the "Quality Alert" and "Safety First (EOC Webpage)" links in the Clinical Territory area of TMC eConnection. Whenever possible, these concerns should also be relayed to THMEP, either directly and openly and anonymously, as per the resident's preference.
- Concerns regarding possible inappropriate, unethical or illegal behaviors should be provided directly to the TMC Compliance Officer or staff at the Corporate Compliance office, at (520) 324-4934.  
<https://econnection.tmcaz.com/s/CorporateCompliance/Pages/Home.aspx>
- Employees and learners may provide ANONYMOUS feedback for issues involving residency training under the FEEDBACK tab on the THMEP website, at [www.thmep.com/feedback](http://www.thmep.com/feedback).