



Clinical Health Education Programs

Trainee Manual



MD Anderson educational training for Clinical Health Education Programs provide exceptional learning experiences with the commitment to the investigation and treatment of cancer, preparing health care professionals to be leaders in their chosen field.

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STATEMENT OF COMMITMENT

MD Anderson is directed by Texas State statutes and the Board of Regents to disseminate to the people of Texas information concerning the causes, occurrence, and prevention of cancer and knowledge about the treatment and rehabilitation of patients with cancer and allied diseases. The Educational vision is to educate future leaders in all of the scientific medical and allied health disciplines necessary to reduce the burden of cancer and to eliminate cancer and allied diseases as significant health problems throughout Texas, the nation, and the world. In pursuit of this directive, MD Anderson conducts and participates in educational activities for clinical health profession trainees.

Clinical Health Education Programs (CHEP) focus on the development of acquired skills needed, knowledge, and abilities that are important in each respective healthcare professional practice. The purpose of CHEP is to provide an organized and integrated educational program structure providing guidance to and supervision of the trainee, facilitate the trainee's professional and personal development, and ensure safe and appropriate care for patients.

MD Anderson is committed to the premise that educational quality and patient care quality are interdependent. Educational programs are charged with the responsibility of ensuring that educational and patient care activities (direct or indirect) are pursued in such a manner that they enhance one another. A proper balance must be maintained so that a program of CHEP does not rely on trainees to meet service needs at the expense of educational objectives. Educational programs are likewise charged with ensuring that trainees assume progressively greater responsibility throughout the course of the training program consistent with individual growth in clinical and research experience, skill, and knowledge. This progression is to ensure that upon completion of the program, the trainee is prepared to undertake professional practice in the area of specialty training.

Administration – Education & Training Primary Officers and organization chart (See Appendices C and D)

CLINICAL HEALTH EDUCATION PROGRAMS (CHEP)

Clinical Health Education Programs encompasses postgraduate level training of professional disciplines. All clinical health professions programs should address the acquired skills needed, knowledge gained, and abilities that are important in each respective healthcare profession.

Collaboratively, the Clinical Health Education Programs (CHEP) and the Office of Graduate Medical Education provide program guidance to new and existing programs, program oversight, program conduct, trainee professional development, and compliance with accreditation and other applicable standards.

Organizational Chart (See Appendix E)

Applicable Institutional Guidelines for CHEP Programs and Educational trainees include:

1. CHEP Policies and Procedures Institutional Requirements Manual
2. CHEP Principles

APPOINTMENTS

All educational trainees must be appointed through an institutional process as governed and managed by The Education & Training and Graduate Medical Education.

RESPONSIBILITIES OF EDUCATION COMMITTEE FOR HEALTH PROFESSIONS TRAINEES

MD Anderson is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, gender, sexual orientation, age, religion, disability, or veteran status, except where such distinction is required by law. All positions at The University of Texas are security sensitive and subject to Texas Education Code 51-215, which authorizes the employer to obtain criminal history record information.

Information required of trainees includes, but is not limited to, the following examples:

- Demographic information and academic history (application)
- Certified copies of transcripts and/or copies of diplomas and certificates applicable to the appointment
- Letter of good standing/recommendation from the current/last program director
- Texas Licensure/Permit verification (applicable to the appointment)
- Immunization records (TB in the last 12 months, varicella immunization and influenza vaccination as designated by the Office of Employee Health.)
- Drug testing
- Criminal and healthcare background checks

The trainee agrees to perform to the best of his or her ability the activities and responsibilities as assigned by the Program Director, to abide by the Rules and Regulations of the Board of Regents of The University of Texas System, the Rules and Regulations of MD Anderson, and the hospitals to which assigned, and to meet those conditions outlined in this manual.

Trainees are also expected to participate fully in all aspects of their training, including active participation in departmental and institutional meetings, in teaching activities as directed by the program and department, and on departmental and institutional committees as directed by the Program Director.

Within the scope of the training program, all educational trainees must function under the supervision of MD Anderson staff and/or faculty with appropriate clinical or other required privileges as follows. Each training program is constructed to encourage and allow trainees to assume increasing levels of responsibility commensurate with their individual progress and experience, skill, knowledge, and judgment. Educational trainees may only provide clinical services or procedures for which they are trained. Each educational trainee is responsible for communicating significant patient care issues to the appropriate faculty or teaching staff. Communication must be documented, as appropriate, in the patient record. Failure to function within progressive levels of responsibility or to communicate significant patient care issues may result in the removal of the educational trainee from patient care activities. The trainee must demonstrate his or her ability to assume increased responsibility as evaluated and assessed by the Program Director or teaching staff.

APPOINTMENT AND REAPPOINTMENT

Appointment/Reappointment is contingent upon successful completion of all educational requirements specified by the program. Trainees holding a license assume the responsibility for maintaining a valid authorization for patient care activities.

Trainees who are non-US citizens are required to maintain current valid documents indicating evidence of their authorization for employment in the United States and authorization to participate in a clinical training program.

To the extent possible, for multi-year programs, assessment of trainee satisfactory progress should be discussed no less than one month prior to the conclusion of a current appointment if the program does not intend to offer reappointment to the following year for continued training. It is also expected that the trainee will notify the Program Director no less than one month before if he or she does not plan to continue in the CHEP program after completion of the first year. Visa issues may impose other restrictions as applicable.

CONTENT OF PROGRAMS

PROGRAM SUMMARY

Clinical Health Education Programs at MD Anderson are held to educational standards established by the Office of Graduate Medical Education and the Clinical Health Education Programs (CHEP) in accordance with appropriate accrediting entities and institutional policy. The trainee will be supervised by teaching staff in such a way that he or she assumes progressively increasing responsibility for patient care and other required designated learning experiences according to level of training, ability, and experience. The Program Director must determine the level of responsibility according to each trainee. As applicable, trainees may be provided with opportunities for active roles in the instruction of other hospital personnel.

SUPERVISION

Each trainee is supervised by a staff member with appropriate professional, technical expertise, and qualifications, including applicable clinical privileges as designated by the medical staff credentialing office. The Program Director will make decisions about each trainee's progressive involvement and independence in specific patient care activities where applicable.

RESEARCH AND INTELLECTUAL PROPERTY

Trainees who engage in scientific research at MD Anderson are responsible for maintaining the integrity of all research projects. Trainees who may create intellectual property must comply with the Intellectual Property Policy contained in Series 90000 of the Regents' Rules and Regulations and the MD Anderson Intellectual Property Policy (ADM0345).

EVALUATION

Each program must demonstrate that it has an effective mechanism for assessing trainee performance throughout the program and for utilizing the results to improve resident performance. The mechanism must include the timely evaluation by faculty of the trainees they supervise and should include a set of performance measures that produce dependable ongoing assessment of a trainee's core competencies in patient care, medical knowledge, practice-based learning and improvement, interpersonal and communication skills, professionalism and systems-based practice. Assessment should include the regular and timely feedback to trainees and must include at least semiannual written evaluations, communicated to each trainee in a timely manner and maintained in a record that is accessible to each resident. Written documentation of the performance review should be signed by the trainee and program director and be permanently maintained in the program files.

The Program Director will also complete a summary final evaluation for each trainee to send to the Office of Graduate Medical Education when requesting certificates of completion. The evaluation must include a review of the trainee's performance during the final period of training and should verify that the trainee has demonstrated sufficient ability to practice professionally.

PROGRAM COMPLETION

A certificate attesting program completion will be issued by Trainee and Alumni Affairs to clinical trainees successfully completing programs of at least 12 months in duration. Recommendations by Program Directors for certificate issuance are directed to Trainee and Alumni Affairs.

SEPARATION

Clinical trainees are required to complete the institution exit procedure at the end of their final appointment. Please contact the CHEP Academic Coordinator for the most updated form.

POLICY SUMMARIES

ACADEMIC PROGRAMS EQUAL OPPORTUNITY POLICIES

EQUAL APPOINTMENT OPPORTUNITY

In all matters related to Trainee status - including but not limited to: recruitment, selection, admission, training, evaluation, advancement, dismissal - it is the policy of The University of Texas MD Anderson Cancer Center (MD Anderson) to provide equal educational opportunity without regard to race, color, religion, age, national origin, sex, sexual orientation, gender identity/expression, disability, veteran status, genetic information, or any other basis protected by institutional policy or by federal, state, or local laws, unless such distinction is required by law. Individuals who believe they may be experiencing Discrimination based on any of these factors have the right to file a complaint, which will be investigated and treated confidentially as described below.

Further, it is the policy of MD Anderson to provide an environment free from verbal, physical, and/or visual forms of Discrimination or harassment. In order to ensure compliance with this policy, MD Anderson has certain supporting policies (see Non-Retaliation Policy (UTMDACC Institutional Policy # ADM0254), Sexual Harassment and Sexual Misconduct Prevention Policy (UTMDACC Institutional Policy # ADM0285), and Accommodating Disabilities Policy for AVA/TAA Trainees (UT MDACC Academic Policy # ACA0081)) that may replace the procedures herein with regard to the specific types of complaints covered by those policies.

No Trainee shall be penalized, restrained, coerced, disciplined, or otherwise prejudiced in education or training for exercising the right in good faith to make a complaint, or for aiding another person with a complaint.

SEXUAL HARASSMENT

MD Anderson is committed to the principle that the working environment of the institution should be free from inappropriate conduct of a sexual nature. Sexual Misconduct and Sexual Harassment are unprofessional behaviors and Workforce Members and Students who engage in such behavior are subject to disciplinary action, including termination. MD Anderson will act to stop such behavior in the employment or educational environment even if the incident involves non-employees, such as visitors.

AMERICANS WITH DISABILITIES ACT

It is the policy of MD Anderson to ensure non-discriminatory appointment-related decisions and to provide (where necessary) reasonable accommodations to qualified persons with disabilities.

ATTACHMENTS / LINKS

[Accommodation Request Form \(Attachment # ATT1162\)](#)

[The Americans with Disabilities Act Amendments Act](#)

RECRUITMENT, SELECTION, AND APPOINTMENT POLICIES

RECRUITMENT AND SELECTION

It is the policy of MD Anderson that the institution maintains compliance with the agency and institutional guidelines applicable to each training program as they relate to trainee recruitment and selection. Additionally, the institution will maintain a formalized mechanism to monitor and ensure that its training programs establish and implement formal written criteria and processes for trainee recruitment and selection.

APPOINTMENT AND REAPPOINTMENT

It is the policy of MD Anderson to maintain compliance with respective accreditation agency guidelines as they relate to trainee appointment and reappointment. Additionally, the institution will maintain a formalized mechanism to monitor and ensure that the training programs establish and implement formal written criteria and processes for trainee appointment and reappointment.

BACKGROUND CHECKS

It is the policy of MD Anderson to conduct appropriate background checks on Post-Offer Applicants, Employees, Trainees, Students, Volunteers, and appropriate Non-employees conducting work on site at MD Anderson or otherwise on behalf of MD Anderson consistent with Texas Education Code Section 51.215(c), Texas Government Code Sections 4411.094(a)(2)(e), [The University of Texas System Policy 124 \(UTS124\)](#), and directives of the United States Department of Health and Human Services.

FISCAL POLICIES AND PROCEDURES

COMPENSATION

The Office of Graduate Medical Education process includes an annual review of trainee-funded positions. The Chief Education and Training Officer and/or other authorized funding approver must approve proposed changes in stipends, in compliance with institutional procedures.

Educational stipends are subject to deductions required by state and federal law and such other deductions as authorized by the trainee.

PROFESSIONAL FEES

As a condition of accepting a position in a health profession training program, the trainee waives all rights to fees for professional services to patients. As applicable, the professional staff supervising the trainee may collect such fees in accordance with the rules and regulations of the institution.

MOONLIGHTING

Care to patients provided by a professional practitioner, outside the scope of the training program, whether internal or external, is considered moonlighting. Program Directors may opt to permit the trainee the opportunity to engage in moonlighting. Trainees must have written permission from the Program Director and must report their hours worked outside the scope of the program, whether internal or external.

Moonlighting that occurs within the clinical health professions training program, the sponsoring institution, or the non-hospital sponsor's primary clinical site (i.e., internal moonlighting) must be counted toward the 80-hour weekly limit on duty hours.

ATTENDANCE AND LEAVE POLICIES

ATTENDANCE

It is the policy of MD Anderson to ensure that trainee attendance meets institutional staffing needs as well as the educational objectives of the program. To that extent, it is the responsibility of the program director/ faculty mentor to develop appropriate attendance guidelines based on the educational content and any clinical needs of the training program, and to monitor and report attendance in accordance with institutional guidelines.

VACATION

It is the policy of MD Anderson to provide trainees vacation leave with pay when authorized. The time allotted each academic year is 120 hours (3 weeks). For re-appointed educational trainees, each academic year the trainee may request to have his/her unused time rolled over to the next academic year at the discretion of the Program Director. Any unused vacation balances remaining upon separation or change of status shall be forfeited.

SICK LEAVE

It is the policy of MD Anderson to provide sick leave with pay, when authorized, to eligible trainees for absences necessitated by medical conditions such as personal illness, injury, or pregnancy, or when the trainee is needed to assist a member of his/her immediate family who is ill. The time allotted for sick leave each academic year is 80 hours (2 weeks). Any unused sick leave balances remaining upon reappointment, separation or change of status shall be forfeited.

In the event an educational trainee has a significant absence from the program, such absence will be assessed and evaluated by the Program Director to determine the impact upon the program and completion dates of the program. Absence in excess of the allocated annual leave hours must be discussed and documented appropriately with the Program Director to evaluate completion of the program.

OFFICIAL HOLIDAYS

It is the policy of MD Anderson to offer trainees holiday leave as authorized by the legislature in the current State Appropriations Act, and thereafter, as recommended by the president of MD Anderson and approved by the Board of Regents. The only holidays observed are those specifically approved for the institution; however, the governor, legislature, or president of the institution may proclaim additional holidays. Trainees required to work on a holiday shall receive credit for this time as "holiday banked" to use within 12 months. Holiday banked balances may be paid out at separation

or carried forward at reappointment or change of status. Holiday banked balances are forfeited if not used within 12 months of accrual. Information specific to Holiday Leave can be found within the MD Anderson Leave Guide in the [Holiday Leave Section](#). The complete [Leave Guide](#) is located on the Human Resources site.

ADMINISTRATIVE LEAVE

It is the policy of MD Anderson to provide administrative leave under certain defined circumstances. The president of MD Anderson may grant special administrative leave under certain circumstances. Trainees must submit a request for such leave in compliance with program and institutional procedures. The complete [Leave Guide](#) is located on the Human Resources site.

MILITARY LEAVE

It is the policy of MD Anderson to provide military leave to individuals serving in the U.S. military. No trainee will be discriminated against in hiring, promotion, termination, reemployment, compensation or benefits because of past, current, or future U.S. military obligations.

VOTING

A reasonable amount of time-off is granted to trainees wishing to vote in national, state or local elections. The trainee must provide advanced notice in accordance with departmental guidelines.

FAMILY AND MEDICAL LEAVE

It is the policy of MD Anderson to understand the importance of family issues. The Family and Medical Leave Policy establishes the means by which a paid trainee who has worked at least 1,250 hours in a 12-month period may obtain such a leave of absence to address family responsibilities or his/her own serious health condition.

PARENTAL LEAVE

MD Anderson recognizes that some employees with less than 12 months of state service or who have worked fewer than 1,250 hours in a 12-month period immediately preceding the birth of a natural child, adoption of a child, or receiving the placement of a foster child may find it necessary to take a leave of absence from their training for a temporary period. Such leave must be addressed with and coordinated and approved by the Program Director.

COURT APPEARANCE/JURY DUTY

Leave is granted to benefits-eligible trainees who receive a summons to report to jury duty or as a subpoenaed witness for work-related business. There is no reduction in pay for an employee called for jury service.

BEREAVEMENT (FUNERAL) LEAVE

It is the policy of MD Anderson to provide personal leave in the event of death of an eligible family member. With the prior approval of the Program Director, a trainee shall be granted up to three days of paid leave to attend the funeral of a family member. Family member is defined as the trainee's spouse or the trainee's/spouse's parents, children, brothers, sisters, grandparents or grandchildren. Funeral leave shall be granted only for scheduled work days.

INCLEMENT WEATHER/ADVERSE OR EMERGENCY CONDITIONS

MD Anderson recognizes that inclement weather or adverse conditions may be so severe that it becomes necessary to suspend normal operations. As such, formal communications and inclement weather procedures are maintained which identify emergency preparedness levels (EPLs), personnel occupying essential positions, and requirements for reporting to work.

Essential staff may be trainees who have been designated by their Program Director as essential to the continued performance of the department and/or the institution.

Essential staff includes trainees who are required to sustain clinical services and/or who are responsible for the protection of institutional assets during declared emergency.

RING Line: The RING line, 713-792-7464 (or 2-RING), is a multi-line telephone system designed to communicate a standard message to large numbers of employees within a short period of time. In the event of severe weather/adverse or emergency conditions, all employees should check the RING line for instructions as to the current Severity Level for the institution and reporting instructions. The RING line is updated at Severity Levels 2 and above conditions at 5:00 a.m., 1:00 p.m., and 9:00 p.m., at the direction of EH&S. The Employee Alert site (www.mdanderson.org/employeealert) will also be updated.

CONDUCT POLICIES

INSTITUTIONAL COMPLIANCE PLAN

The Institutional Compliance Program establishes standards and is comprised of the Institutional Compliance Plan, the Billing Compliance Plan, and the Pathology and Laboratory Medicine Compliance Plan. The policy covers all employees, including faculty, students, and trainees.

CODE OF CONDUCT

The Institutional Code of Conduct outlines expectations for MD Anderson personnel to exhibit a competent presence, good manners, and a respectful, friendly, and helpful attitude and conduct of patient care delivery. This policy also establishes a process to address behavior or health issues that could interfere with the safety of MD Anderson workforce members, patients, and others.

CAMPUS CARRY

As of Aug. 1, [Texas Senate Bill 11](#), commonly known as Campus Carry, is law. That means people who hold appropriate state-issued handgun licenses may carry concealed handguns on some parts of our campuses.

Our [Campus Carry Working Group](#), along with the UT System Board of Regents, provided guidance on mapping out MD Anderson's concealed handgun license (CHL) zones and its exclusion zones.

IMMEDIATE SUSPENSION OR TERMINATION

It is the policy of MD Anderson to encourage fair, efficient, consistent and equitable solutions for unsatisfactory behavior or performance arising out of the educational trainee appointment while complying with legal requirements. MD Anderson has the right to terminate or remove from patient care activities any trainee if he/she does not meet institutional, department, or program guidelines and/or criteria.

VIOLENCE ON CAMPUS

It is the policy of The University of Texas MD Anderson Cancer Center (MD Anderson) to promote a safe environment free from Violence and the Threat of Violence. This policy prohibits direct or indirect Threats or acts of violent behavior. Any individual, who fails to comply with this policy, including knowingly making a false report or false accusation, failing to comply with a mandatory safety plan, or retaliating against an individual for 2-Stop activities, may be disciplined, up to and including termination.

SMOKING

The University of Texas MD Anderson Cancer Center (MD Anderson) provides a healthy, comfortable, and productive work environment for our employees. To contribute to the health and well-being of the MD Anderson community and to enhance our air quality, MD Anderson shall be entirely tobacco free. This ban on Tobacco Products covers Institutional Facilities and Grounds, entryways, and parking lots.

Tobacco Products: Includes all forms of tobacco, whether smoked (e.g., cigarettes, cigars, pipes) or smokeless (e.g., chewing tobacco, snuff); also includes electronic cigarettes (e-cigarettes).

ETHICAL OR RELIGIOUS VALUES AND BELIEFS

MD Anderson remains dedicated to quality patient care provided by a multidisciplinary team. MD Anderson also recognizes that an individual trainee's strongly-held values and beliefs may cause a concern or conflict with some aspect of a patient's plan of care or treatment. Trainees who have such concerns may request not to participate in those aspects of patient care. Such concerns or conflicts will be evaluated and resolved by the Program Director to ensure that the patient's quality of care is not compromised and, whenever possible, to respect the trainee's values and beliefs.

DISPUTE RESOLUTION POLICY

MD Anderson encourages fair, efficient, and equitable solutions for problems that may arise during the trainee appointment. The Conflict Resolution Policy provides alternative methods for a trainee to seek prompt informal resolution. The Grievance Policy also provides a method to formally grieve or appeal actions. No trainee will be disciplined, penalized, restrained, coerced, or otherwise prejudiced in their appointment relationship for initiating a good faith informal concern or formal grievance under this policy.

For additional information regarding the official Ombuds Office, please see Appendix F.

DEVELOPMENT AND PERFORMANCE IMPROVEMENT POLICIES

ADVANCEMENT

It is the policy of MD Anderson that the institution is in compliance with respect to applicable program requirements as they relate to trainee advancement. For programs two years or longer in length, the training program's written criteria and process for trainee advancement is included in the program-specific trainee information and is distributed at the onset of the trainee appointment.

EVALUATION

The training program's written criteria and process for trainee and program evaluation is included in the program-specific information and is distributed at the beginning of the trainee's appointment.

DUTY HOURS AND THE WORKING ENVIRONMENT

It is the policy of MD Anderson to ensure that trainee duty hours promote an environment that provides high-quality education and safe and effective patient care while promoting the well-being of clinical trainees.

Some educational training programs have specified requirements as a condition of accreditation and must establish and monitor adherence to duty hours, as appropriate, as required by the accreditation body.

MD Anderson is committed to ensuring that trainees have adequate time off for rest. When specific work hour restrictions have been defined, the program will ensure compliance with accreditation guidelines.

TRAINEE HEALTH AND WELL-BEING POLICIES

FITNESS FOR DUTY

It is the policy of MD Anderson that all trainees report to work in a condition to safely perform their duties. All trainees must be free of illegal drugs or alcohol and not be impaired or unable to perform job duties because of medical or emotional problems while on MD Anderson property or while conducting institutional business.

WORKERS' COMPENSATION INSURANCE

It is the policy of MD Anderson to offer workers' compensation insurance to benefits-eligible trainees who sustain a compensable injury or occupational illness occurring in the course and scope of their appointment.

DRUG-FREE WORKPLACE

It is the policy of MD Anderson to prohibit the unlawful manufacture, sale, distribution, dispensation, possession or use of alcohol or a controlled substance, in or on premises or property owned or controlled by the institution. Individuals who violate this policy are subject to appropriate disciplinary action, up to and including termination.

For additional information please refer to Appendix G.

TRAINEE RECORDS AND INFORMATION POLICIES

CREDENTIALS ON ID BADGES

It is the policy of MD Anderson to ensure that identification badges are consistent and correct in acknowledging the credentials of trainees as applicable to the training program. In addition, ID badges must be in compliance with professional legal requirements and be worn in a highly visible manner while on property owned or under the control of the institution. ID Badges may not be traded, loaned or shared. The ID Badge is worn only by the person to whom it was issued.

CERTIFICATE OF PROGRAM COMPLETION

Certificates of program completion of health profession training are issued by the Office of Graduate Medical Education under the direction of the Chief Education and Training Officer. The certificates are requested by the Program Director who documents successful completion of the program. Copies of certificates of training are maintained in the trainee's Graduate Medical Education permanent file.

RETENTION OF HEALTH INFORMATION

All Trainee Health Information Records are maintained by Employee Health for the duration of the trainee appointment. Upon terminating from the Institution, the health information remains with Employee Health according to institutional policy.

RELEASE OF TRAINEE/VERIFICATION INFORMATION

It is the policy of MD Anderson to ensure the lawful and consistent release of trainee information for the purpose of responding to requests for information and to ensure the integrity and confidentiality of trainee information to the extent allowed by law.

APPOINTMENT TERMINATION POLICY

NON-RENEWAL AND TERMINATION

It is the policy of MD Anderson that the institution is in compliance with respective program requirements as they relate to trainee non-renewal and termination. Additionally, the training programs must establish and implement formal written criteria and processes for trainee non-renewal and termination. The training programs written criteria and process for non-renewal and termination is included in the program-specific information and distributed at the onset of the trainee appointment. To the extent possible, the trainee should be notified at least one month prior to the conclusion of a current appointment if the faculty of the program does not intend to offer reappointment for the following year to an advanced level of the program.

VOLUNTARY TERMINATION

A trainee must notify his/her department in writing thirty (30) days regarding voluntary program termination. Trainees are required to report for duty until the last working day specified in his/her notification of termination unless otherwise authorized by the program director. For multi-year programs, the trainee should notify his or her program director four months prior to the conclusion of a current appointment if he or she does not plan to continue in the program after completion of the current year.

NON-RETALIATION POLICY

MD Anderson will not take adverse personnel action or retaliate in any way against any employee, faculty member or educational trainee who in good faith reports a violation of law to an appropriate authority or takes any lawful action under the Health Insurance Portability and Accountability Act, the Federal False Claims Act, or any other applicable law. Trainees that believe they have been retaliated against should use the applicable MD Anderson trainee dispute resolution procedures.

APPENDICES:

A. SCOPE:

This manual is a general information publication only. It is not intended to, nor does it contain, all regulations that relate to trainee appointments at MD Anderson Cancer Center. The provision of this manual does not constitute a contract, expressed or implied, between any clinical non-physician educational trainees at MD Anderson. MD Anderson, Education & Training, expressly retains the right to solely and unilaterally amend this manual, with or without notice to applicants.

Should a conflict between the policies set out in this manual and any rule or regulation of the Board of Regents or the *Institutional Policies and Procedures*, the regent rule or institutional regulations will control.

B. GENERAL CONTACT INFORMATION:

The Office of Graduation Medical Education performs administrative functions for the various educational training programs within MD Anderson. These administrative functions include; management and maintenance of trainee personnel records, oversight of educational appointment applications and processes, monitoring affiliation/program agreements, and policy and procedure reinforcement for trainees and their respective training programs.

Additional information is available on the MD Anderson website: [Education and Training](#)

Tricia Robinson, Director, Graduate Medical Education

Responsible for the oversight of the appointment processes for clinical trainees.

Ph: 713-794-1953

Casmin Hicks, MS, Associate Director, Graduate Medical Education

Responsible for appointment process development & management for clinical trainees.

Ph: 713-745-5743

Heather Cruce, Program Manager- GME Programs, Graduate Medical Education

Responsible for managing GME clinical programs.

Ph: 832-750-5811

Kameshia Hunt, Academic Coordinator – CHEP, Graduate Medical Education

Responsible for processing all the CHEP applications & appointments for clinical trainees.

Ph: 713-563-9531

Lorena Villanueva, Sr. Academic Coordinator, Graduate Medical Education

Responsible for processing applications & appointments for clinical trainees, including GME.

Ph: 713-745-7112

Jer’Lisa Miles, Program Coordinator- GME Programs, Graduate Medical Education

Responsible for coordinating GME programs and managing GME Rotators.

Ph: 713-792-4640

C. ADMINISTRATION – Education and Training

The Education and Training Office functions under the direction of the Chief Education and Training Officer to provide direction and support for educational programs for training of undergraduate and graduate students, professional trainees, employees and the public. Education & Training exists largely to support training and educational program initiatives throughout the institution.

Key Officers:

Office of the Education & Training

Diane C. Bodurka, M.D., MPH, Chief Education and Training Officer

Carin Hagberg, M.D., Division Head, Chief Academic Officer

D. OMBUDS OFFICE INFORMATION

The Ombuds Office can provide informal, unbiased, and confidential conflict resolution services for trainees. The Ombuds Office will assist trainees who have concerns about academic performance or administrative issues and offer assistance in resolving those issues fairly and informally. The Ombuds Office operates independently at each stage of the conflict management process and has no formal decision-making authority. The Ombuds Office also adheres to the ethical principles of the University and College Ombudsman Association.

Contact the Ombuds Office to schedule an appointment:

Phone: 713-792-4896 or 866-610-7841

Email: ombuds@mdanderson.org

Office Location:

Cancer Prevention Building (CPB4.3404)
1155 Pressler Street
Houston, TX 77030

Be assured that meetings will be held in complete privacy and that information discussed during these sessions will be kept confidential.

E. EMPLOYEE ASSISTANCE PROGRAM (EAP) INFORMATION

The EAP provides confidential assistance to all employees, faculty, educational appointees, immediate family members, and retirees to resolve problems that affect their personal lives and performance on the job. The EAP also includes legal assistance with all personal legal matters, those involving employee-employer concerns, and issues regarding a personal business. The EAP offers professional assessment, guidance, and referral services. Supervisors may also consult with

and make a referral to the EAP of an employee or trainee with known or suspected behavioral personal problems that may be affecting work performance.

MD Anderson recognizes that an individual with mental health, drug and/or alcohol problems may be rehabilitated. A trainee's appointment status will not be jeopardized because they seek assistance from the EAP. Seeking help, however, will not necessarily prevent disciplinary action up to and including termination when performance or conduct warrants such action.

EAP information, like other medical information, will be treated in confidence according to applicable regulation and law.

Contact Info:

Employee Assistance Program
7007 Bertner Ave., Ste., 2.2190
Houston, TX 77030
Call: 713-745-6901