
EFFECTIVE DATE: 09/18/2024**POLICY & PROCEDURE TITLE:**
Pharmacy Residency Grievance Policy**REVIEW BY: 09/18/2026**

As with all St. Mary Medical Center (SMMC) policies, we strive to advance our mission: “We, St. Mary Medical Center and Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities. As a community of caring people, we are committed to extending and strengthening the healing ministry of Jesus.” By so doing, we live out our values of Reverence, Commitment to those who are Poor, Justice, Stewardship, Integrity and Excellence. As a Catholic Health System, we are also guided by the Ethical and Religious Directives for Catholic Healthcare Services as promulgated by the U.S. Conference of Catholic Bishops.

PURPOSE

To provide a process that allows Residents in the Pharmacy Residency Program (“Residents”) at St. Mary Medical Center (the “Program”) to present work-related concerns to Program leadership and to receive a response.

SCOPE/APPLICABILITY

All Residents enrolled in the Program.

POLICY

Residents having a concern or disagreement regarding working conditions or disciplinary action taken against the Resident have the right to grieve in accordance with this Policy.

PROCEDURE

- 1) A Resident who has a grievance that falls under this Policy may submit such grievance in writing to their Residency Program Director (RPD) within three (3) business days of the action being grieved. The RPD, or his or her designee, will respond in writing to the Resident within five (5) business days of receipt.
 - a. If the RPD is the focus of the grievance, the grievance may be submitted to the Residency Program Coordinator (RPC) or the Director of Pharmacy, or his or her designee.

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- 2) If such a grievance is not resolved to the satisfaction of the Resident, the Resident may appeal in writing to the Residency Advisory Committee (RAC) within three (3) business days of the date on the RPD's (or designee's) written response.
 - a. The appeal shall be addressed to the RPD, who will be responsible for convening the RAC for a hearing.
 - i. If the RPD is the focus of the grievance, the appeal may be submitted to the RPC or the Director of Pharmacy, or his or her designee.
 - b. The hearing will be convened within ten (10) business days of the RAC's receipt of the Resident's written appeal.
 - i. In addition to the RAC members, the Pharmacy Human Resources (HR) Business Partner may be requested to attend the appeal hearing by the RPD or Director of Pharmacy (the Director of Pharmacy is a RAC member).
 - ii. If a member of the RAC is the focus of the grievance, that individual will be excluded from the hearing.
 - c. The Resident will be invited to attend the hearing to present their appeal.
 - i. The Resident will be notified in writing of the date, time, and place for the appeal hearing not less than three (3) business days in advance of the hearing.
 - d. The hearing shall be conducted in the following manner:
 - i. The resident and the RPD or his/her designee shall be present at the hearing and may present relevant information or materials (oral or written) in support of their positions.
 - ii. Each party will be permitted to review all materials submitted to the RAC during the hearing.
 - iii. Both parties shall also be permitted to provide a verbal statement at the conclusion of the hearing.
 - e. Within three (3) business days of the appeal hearing, the RAC will render a decision affirming, reversing, or modifying the Disciplinary Action based on a majority vote.
 - i. At least three (3) voting members of the RAC must be present.
 - ii. Non-voting members include:
 1. RPD, RPC, and HR Business Partner if present
 2. If there is a tie, the Director of Pharmacy will serve as the tie-breaking vote
 - f. The RAC decision shall be in writing and a copy of such decision will be distributed to the Resident and the Program file within three (3) business days of the date the decision is rendered. This decision will be final and will exhaust the appeal mechanism.
- 3) Administration
 - a. The time limits referred to in this Policy do not include Saturday, Sunday, holidays recognized by Trinity Health.
 - b. Residents are encouraged to follow the procedure outlined in this Policy. However, if, for whatever reason, a Resident is uncomfortable approaching their RPD, RPC, or anyone else in the Program hierarchy with their issue, the Resident may directly contact the Pharmacy HR Business Partner.
 - c. Program leadership and preceptors shall not retaliate in any way against a Resident who utilizes the procedure outlined in this Policy. Retaliation against a Resident who utilizes the procedure set forth herein may result in disciplinary action, up to and including termination.

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DEFINITIONS

- 1) RPD- Residency Program Director
- 2) RPC- Residency Program Coordinator
- 3) RAC- Residency Advisory Committee
- 4) Grievance- A formal complaint raised by a Resident regarding application of a Residency policy, rule, or procedure or standard at SMMC to a Resident resulting in disciplinary action

RESPONSIBLE DEPARTMENT

Further guidance concerning this Policy may be obtained from the PGY1 Pharmacy Residency Program.

RELATED PROCEDURES AND OTHER MATERIALS

Pharmacy Residency Remediation and Disciplinary Policy