

UNIVERSITY OF MINNESOTA GRADUATE MEDICAL EDUCATION

2017-2018

PROGRAM POLICY & PROCEDURE MANUAL

Duluth Family Medicine Residency Program



Family Medicine and Community Health

**UNIVERSITY OF MINNESOTA
Driven to DiscoverSM**

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INTRODUCTION/EXPLANATION OF MANUAL

Welcome to the Duluth Family Medicine Residency Program! This Program Policy and Procedure Manual is designed to provide residents, program directors, faculty, and administrators with information on student services, benefits, disciplinary procedures, policies and procedures, and contact information. The information contained in this program manual pertains to all residents in the UMN Duluth Family Medicine Residency Program unless otherwise noted.

The University of Minnesota is the academic sponsor of our program. The University of Minnesota's Institution Manual is designed to be an umbrella policy manual. Some programs may have policies that are more rigid than the Institution Manual in which case the program policy would be followed. Should a policy in a Program Manual conflict with the Institution Manual; the Institution Manual would take precedence.

[The Institution Manual \(http://z.umn.edu/gmeim\)](http://z.umn.edu/gmeim) is designed to be an umbrella policy manual. Some programs may have policies that are more rigid than the Institution Manual in which case the program policy will be followed. Should a policy in a Program Manual conflict with the Institution Manual, the Institution Manual will take precedence. References and/or links to Institution and Department-level policies have been added in all applicable sections of this manual.

DEPARTMENT MISSION STATEMENT

See details at: [Department-Level Policy: Mission Statement](#)

PROGRAM MISSION STATEMENT

The Duluth Family Medicine Residency Program is dedicated to educating compassionate, empowered and skilled Family Medicine specialists who are prepared to be the foundation of healthy communities.

PROGRAM VISION STATEMENT

Our physicians will be leaders and innovators. They will focus on service to rural and underserved communities and be fully prepared to provide high quality care in all settings.

SECTION 1: STUDENT SERVICES

PAGERS

The following are student services policies and procedure specific to the UMN-Duluth Family Medicine Residency Program.

All residents are issued a pager from Essentia Health to be used during residency training. Residents are required to have their pagers on from 7:00 am until 5:00 pm, or as required by rotational responsibilities. Residents who have continuity obstetric patients greater than 36 weeks gestation are required to leave their pager on 24/7 unless appropriate patient care transition has been completed with the backup provider and Family Medicine Service.

If a pager is not working properly, residents must notify the residency office immediately. Upon graduation from the program or termination of employment, the pager must be returned.

Family Medicine Service Pager

All patient calls outside regular office hours will go to the Family Medicine Service resident on call. This may include calls for the admission of Essentia Health Lakewalk and Essentia Health Proctor patients.

Adult Medicine Pager

Residents on Adult Medicine at St. Mary's Medical Center are responsible for carrying the Clear Team Pager and responding to Code Blue, Stroke Code, Rapid Response, change of status and adverse events. The Adult Medicine Service pager does not leave the hospital. It is transitioned between shifts. When there is no one to transition to, return pager to the Residency Office.

NICU Pager

Residents on Pediatrics at St. Mary's Medical Center are responsible for carrying the NICU pager to respond to neonatal procedures and circumcisions. The NICU pager does not leave the hospital. It is transitioned between shifts. When there is no one to transition to, return pager to the Residency Office.

C-Section Pager

Residents participating in advanced obstetrics are responsible for carrying the C-section pager to respond to obstetrical procedures and Cesarean sections. The C-section pager is transitioned between shifts.

E-MAIL AND INTERNET ACCESS

See details at: [Department-Level Policy: E-mail & Internet Access](#)

Each resident is given two email accounts – one from the University of Minnesota and one at the program through Essentia Health. Residents are required to check both accounts daily and will be held accountable for the information communicated to them in emails. Residents should not auto-forward their UMN or Essentia Health email to any other email account.

As employees of Essentia Health, all residents are given access to the internet. Employees are expected to use discretion and comply with Essentia Health internet usage policies at all times. Residents are also given remote access to the Duluth Family Medicine Clinic, Essentia Health and St. Luke's Hospital electronic medical record (EMR) systems.

IT Support

For IT support of your **University of Minnesota** email or internet services, call 612-301-4357.

For IT support of your **Essentia Health** email, internet, or remote access services at Essentia or the **Duluth Family Medicine Clinic**, call 218-786-3788.

For IT support of your **St. Luke's** remote access services, call 218-249-4357.

MAIL

Incoming Mail

Residents are responsible for picking up mail from their assigned mailbox located in the resident work area (3rd Floor) of the Duluth Family Medicine Clinic. Residents are required to read and respond to mail, including program and patient paperwork, in a timely fashion.

Outgoing Mail

Outgoing mail can be placed in the outgoing mail bins in the residency office or 1st floor registration area.

Important Mailing Information

Duluth Family Medicine Residency Program

330 North 8th Avenue East

Duluth, MN 55805

Phone: 218-529-9122 (Residency Office)

Phone: 218-723-1112 (Front Desk/Clinic)

Physician Hotline: 218-726-5400

Fax: 218-529-9120

See details at: [Department-Level Policy: Campus Mail and Address Changes](#)

OCCUPATIONAL HEALTH, SAFETY AND IMMUNIZATION REQUIREMENTS

See details at: [Institution-Level Policy](#)

Essentia Health St. Mary's Medical Center

Residents are required to participate and complete HIPAA and Security training during orientation and as assigned annually through online modules.

St. Luke's Hospital

Residents are required to participate and complete HIPAA and Security training during orientation and/or as assigned.

Residents are required to meet immunization and screening requirements for the University of Minnesota, Essentia Health and its affiliates, and St. Luke's Hospital of Duluth.

Requirements for immunizations and vaccinations for residents are consistent with those of the Centers for Disease Control and Prevention (CDC) <http://www.cdc.gov/vaccines>. Occupational Safety and Health Administration (OSHA), and Minnesota state law for health care workers. Residents cannot be in patient care settings without the required immunization.

As an employee of Essentia Health, incoming residents meet with Employee Health to ensure compliance with required immunizations and vaccinations prior to beginning training. An immunization report and immunization forms for Essentia Health and its affiliates, St. Luke's Hospital of Duluth, and the University of Minnesota will be completed and retained by both Essentia Health and the University's Boynton Health Service.

NAME AND ADDRESS CHANGES

See details at: [Department-Level Policy: Name Changes](#)

It is important to notify the Residency Office of any expected name change. To process the change, you must provide a copy of your social security card with your new name. The program will forward a copy to the University's Department of Family Medicine and Community Health to update their database. Refer to Department level policy "Name Changes" for the full process to change your name in University systems.

You are also responsible for updating your employee information by accessing "The Source" on Essentia Health's intranet, log into Infor Self-Service (Lawson) > Employee Self Service > Life Events > select appropriate category (Divorce, Legal Separation, Marriage) > edit with new information.

E-mail: Send us your questions electronically and we'll get back to you within 24 hours. Contact us at MyHR@EssentiaHealth.org

Phone: Call (855) 321-6947 or (218) 576-0001 (ext. 60001).

TUITION AND FEES

See details at: [Resident and Fellow Information & Resources Guide](#)- Tuition and Fees

SECTION 2: PAYROLL AND BENEFITS

STIPEND FOR 2017-2018

See details at: [Department-Level Policy: Stipend](#)

See also Institution-Level Policy at:

<https://www.med.umn.edu/residents-fellows/current-residents-fellows/stipends-benefits>

Residents are employees of Essentia Health and receive their rate of pay based on the PGY stipend set by the University of Minnesota. The payroll cycle is 26 periods annually, paid every other Friday.

2017-18

First Year \$53,597

Second Year \$55,246

Third Year \$57,147

INSURANCE

Residents, as employees of Essentia Health, are eligible upon hire for:

- Health
- Dental
- Life/AD&D Insurance
- Long Term Disability
- Voluntary Short-Term Disability

Residents must meet deadlines for open-enrollment to these benefits. For more details see visit the “My HR” tab on “The Source”, Essentia’s intranet home page.

Worker’s Compensation insurance is provided to residents by Essentia Health. Worker’s Compensation Insurance is for expenses and loss of earnings due to work-related accidents, injuries or illnesses compensable under the State Worker’s Compensation Law.

E-mail: Send us your questions electronically and we'll get back to you within 24 hours.

Contact us at MyHR@EssentiaHealth.org

Phone: Call (855) 321-6947 or (218) 576-0001 (ext. 60001).



Essentia Institute of Rural Health

2017 RESIDENT AND FELLOW BENEFITS SUMMARY

As a Resident or Fellow of the Essentia Health, you have access to a comprehensive benefits program as part of your total compensation. The benefit summary is intended to be a brief summary for use as a reference guide only. You are eligible for benefits on the first day of the academic year. *This summary applies to residents or fellows working on average 24 hours per week or greater.*

Core Benefits:

- Health Insurance
- Dental Insurance
- Flexible Spending Accounts
- Life/AD & D Insurance
- Voluntary Short Term Disability
- Long Term Disability

Retirement:

- 401(k) Retirement Plan
- 529 College Savings Program

Practice Support:

- Medical Education Reimbursement
- Licensure & DEA
- Professional Liability Insurance

Time Away:

- Paid Time Off
- Leaves of Absence

Other Benefits:

- Tuition Reimbursement
- Credit Union
- Cafeteria Charges
- Home Ownership Program
- Adoption Expense Reimbursement
- Enhancements from Lincoln Financial
- Guidance Resources
- Essentia Health Fitness & Therapy Center
- On-Site Child Care Center
- Employee Discounts

Any questions may be directed to the HR Service Center Physician Line

Email: MyHR@EssentiaHealth.org

Phone: ext. 60001 or 855-321-MYHR (855.321.6947)

Or where indicated:

Leslie Hanson at 218-786-3441

This is intended to be a brief overview for use as a reference guide only. This summary is not a contract and is not intended to be a binding contract. Essentia Health may change or eliminate benefit offerings at its discretion. For further details, please review the summary plan descriptions.

2017 Resident and Fellow Benefit Summary

CORE BENEFITS

Health Insurance

Resource: HR Service Center ext. 60001

The employee health plan is self-insured. HealthPartners serves as the third-party administrator and processes all claims.

Residents have three medical plan options for 2017:

- My Essentia PPO Plan
- My Essentia HSA Plus Plan
- My Essentia HSA Plan

You and your employer share in the costs for health care. This means you pay for coverage through payroll deductions and at the time of service through coinsurance, deductibles and co-payments. Read on to learn more about both medical plan options. Review the plan summary brochure included with this guide for additional details. A Plan Document with detailed information will be sent with your identification cards.

The bi-weekly costs are as follows:

| Plan Name | Coverage Level | Your Bi-weekly Cost |
|---------------------------|----------------|---------------------|
| My Essentia PPO Plan | Employee | \$54.01 |
| | Employee +1 | \$177.38 |
| | Family | \$272.39 |
| My Essentia HSA Plus Plan | Employee | \$47.51 |
| | Employee +1 | \$155.52 |
| | Family | \$238.52 |
| My Essentia HSA Plan | Employee | \$17.63 |
| | Employee +1 | \$84.68 |
| | Family | \$128.72 |



In 2017, you'll have an opportunity to complete a health assessment and qualifying programs to earn a premium discount or HSA contribution the following year. Learn more on My HR under TakeCharge.

Reproductive Options

When you enroll in the health plan, you will be asked to select one of the following two choices. There is no price difference and selection is offered to allow you the option to exclude coverage based on your religious or personal beliefs:

- **With Reproductive** — this option covers prescriptions, devices and procedures that may be categorized as birth control or hormone treatments for you and your covered dependents
- **Without Reproductive** — this option does not cover the items listed above (even if prescribed for medical reasons)

Members of the employee health plan who work out at least 8 times per month are eligible to receive a \$20 monthly reimbursement (maximum of \$40 per month for two adults age 18+) toward their membership dues at any participating fitness center. This benefit is in addition to the monthly discount offered to all employees at the Essentia Health Fitness and Therapy Center.

Three Networks

All health plans have three networks to choose from when you need care. Your coverage and benefit level for both medical and pharmacy depends on the network you choose.

Essentia Health Network: You receive the most complete coverage for eligible expenses at the lowest cost to you when you use providers in this network.

Broad Access Network: Comprehensive, but lower, coverage and higher out-of-pocket costs apply when you use in-network providers outside of Essentia Health.

Out-Of-Network: The lowest coverage level applies and you'll pay significantly higher out-of-pocket, when you use Out-Of-Network providers.

Network Deductibles and Out-Of-Pocket Maximums

See the plan summary for details for each of your plan options. If you have services in the Essentia Health Network, these expenses will count towards your Broad Access Network deductible and out-of-pocket maximums, and vice versa. These expenses will not count towards your out-of-network deductible or out-of-pocket maximum.

Pharmacy Benefits

Each plan provides prescription drug coverage. You will always save the most on your prescriptions when you purchase generics, utilize an Essentia Health Pharmacy, and order your maintenance medications through Essentia Health's mail delivery program. If you enroll in one of the HSA plan options, items on the Preventive Drug list are covered prior to your plan deductible.

My Essentia HSA and My Essentia HSA Plus Offer Access to a Health Savings Account

Enrolling in one of the HSA plans results in lower per-paycheck contributions which means you pay less for coverage. The plans also feature a higher deductible and maximum out-of-pocket, as defined by the IRS. Enrolling in one of these plans allows you to establish a Health Savings Account (HSA), which is a tax-advantaged account that helps you pay for eligible medical expenses.

If you elect to enroll in the My Essentia HSA Plus plan, you will be eligible to receive an employer contribution. For 2017, the annual contribution is \$400 (\$15.38 per pay period) for single enrollment and \$800 (\$30.77 per pay period) if you enroll dependents in the plan.

What is an HSA?

An HSA is an account you set up to help you pay for eligible health care expenses. You may contribute money to the account from your paycheck before taxes are taken out. Then, you withdraw the money to pay for eligible expenses. The money in your HSA earns interest, and the balance rolls over from year to year. You even have the option to invest your balance, if you wish. You never pay taxes on the money in your HSA, as long as you use it for eligible health care expenses.

The HSA is offered through Wells Fargo. You choose when to use the money in your HSA. You can withdraw it throughout the year to pay for eligible health care expenses, or you can save the money to use in the future, even after you retire. The account is portable, which means you can take it with you if you leave the company.

Because HSAs offer such great tax advantages, the IRS regulates them very closely. You must be enrolled in a qualifying medical plan to open an HSA. The My Essentia HSA and My Essentia HSA Plus are qualifying plans.

The IRS sets limits on HSA contributions each year. For 2017, the HSA limits are:

- \$3,400 for individual coverage
- \$6,750 for family coverage (two or more are enrolled)

If you are 55 or older, you can make up to an additional \$1,000 contribution per year.

IRS Requirements

HSAs are different than flexible spending accounts, with different IRS requirements:

- Be sure to keep receipts for eligible expenses paid through your HSA so you can provide them to the IRS in the event of an audit.

- You may not establish an HSA if you have other non-high deductible medical coverage (e.g., through your spouse.)
- You may not contribute to an HSA and a Flexible Spending Account (FSA) in the same year (for you or a spouse).
- You may not contribute to an HSA if you are enrolled in Tricare or Medicare (including Part A).
- You are limited to using these dollars pre-tax for dependents who meet the IRS definition of a tax dependent. The definition of tax dependent is different than the eligibility definition for your health plan. Although you can now cover dependent children up to age 26 under a medical plan, their expenses are not eligible for reimbursement under the HSA. More detail can be found at www.irs.gov under Section 152.
- If you use the money in your HSA account for ineligible health care expenses, you will pay income tax and an additional 20% penalty tax.

Dental Insurance

Resource: HR Service Center ext. 60001

The dental plan is self insured. Delta Dental of Minnesota serves as the third-party administrator and processes all claims. Select either the Dental Basic or Dental Plus plan. A brief summary of the schedule of benefits is outlined below. We pay the total cost for Delta Dental Basic single coverage. The bi-weekly costs are shown below. A Summary Plan Description with detailed information will be sent with your identification cards. Pay less for services when you select a PPO or Premier network provider.

| Benefit Type | What the Basic Plan Pays | What the Plus Plan Pays |
|--|---|---|
| Diagnostic and Preventive Services (cleanings, X-rays, etc.) | 100% of eligible expenses* with no deductible | 100% of eligible expenses* with no deductible |
| Basic, Endodontics and Periodontics (fillings, gum work, etc.) | 80% of eligible expenses* after deductible | 80% of eligible expenses* after deductible |
| Oral Surgery and Major Restorative Services (crowns, removal of teeth, etc.) | 80% of eligible expenses* after deductible | 80% of eligible expenses* after deductible |
| Prosthetics, Repairs and Adjustments (dentures, etc.) | 50% of eligible expenses* after deductible | 50% of eligible expenses* after deductible |
| Implants | Not covered | 50% of eligible expenses* after deductible |
| Benefit Type | What the Basic Plan Pays | What the Plus Plan Pays |
| Orthodontics | Covered children age 8 to 19 50% of eligible expenses* after deductible (lifetime maximum benefit of \$1,000 per child) | Child or Adult age 8 and up 50% of eligible expenses* after deductible (lifetime maximum benefit of \$1,500 per member) |
| Maximum benefit per covered person per calendar year | \$1,000 | \$2,000 |
| What You Pay | | |
| The annual deductible you pay for non-preventive dental care before the plan begins paying benefits | \$50 per person \$150 maximum per family | \$50 per person \$150 maximum per family |

* You will be responsible for out-of-network charges that are considered above reasonable and customary.

The bi-weekly dental costs are as follows:

| Coverage Level | Essentia Health | Your Bi-Weekly Cost Basic Plan | Your Bi-Weekly Cost Plus Plan |
|----------------|-----------------|--------------------------------|-------------------------------|
| Employee | \$14.81 | \$0 | \$6.02 |
| Employee + 1 | \$14.81 | \$25.72 | \$35.66 |
| Family | \$14.81 | \$25.72 | \$49.52 |

Dependent Coverage

If you are enrolling a spouse or other dependents, you will be asked to provide documents verifying their relationship to you. You will learn more about this when you enroll.

Flexible Spending Accounts (FSA)

Resource: HR Service Center ext. 60001

We have two flexible spending accounts that allow you to set aside a certain amount of your paycheck into an account – before paying taxes. During the year, you can claim reimbursement of the expenses. The accounts and annual maximum elections are:

- **Healthcare FSA** a maximum of \$2,550 per calendar year can be set aside for health and dental expenses not covered by insurance. Common expenses that qualify for reimbursement are: deductibles, co-pays for prescriptions and office visits, eye glasses, contacts and braces.
- **Dependent Care FSA** – a maximum of \$5,000 per calendar year per household can be set aside for daycare expenses for eligible children and adults.

When you enroll in an FSA, you will receive a debit card to pay for qualifying purchases.

You will use the Discovery Benefits www.discoverybenefits.com to manage your FSA account. Click the login button and then select Reimbursement Account. Set up your user account using your SSN or employee ID. When you add your email address to your account, you will receive email notices when receipts are requested.



Download a free mobile app for any iPhone or Android device and you can check balances, file for reimbursement, upload receipts, and more. Visit the iTunes or Google Play Store to download the free app—DBI simplify.

Life/AD & D Insurance

Resource: HR Service Center ext. 60001

Essentia Health provides basic term life insurance to all residents working 48 hours or more per pay period in the amount equal to one times your annual salary to a maximum of \$300,000. An equal amount of Accidental Death & Dismemberment (AD&D) coverage is included. The Life and AD&D coverage is paid in full by Essentia Health.

You can purchase supplemental life insurance for yourself, and/or your dependent children in increments of \$10,000. Information on minimum, maximum and guarantee issue amounts is below.

| Supplemental Life Insurance | Employee | Spouse |
|--|---|-----------|
| Minimum Amount of Coverage | \$10,000 | \$10,000 |
| Guarantee Issue without completing EOI | \$500,000 (not to exceed 3 times your salary) | \$50,000 |
| Maximum Amount of Coverage | Up to \$1 million combined with your basic life coverage. | \$250,000 |

Amounts over the guarantee issue require completion of Evidence of Insurability Form (EOI). In addition, coverage for your dependent child(ren) may be purchased in the amount of either \$5,000 or \$10,000. The premiums for Supplemental Life Insurance are made on an after-tax basis.

Important Note – Deferred Effective Date of Coverage

If you are requesting coverage for yourself, your spouse or dependent child (other than a newborn) and the individual is confined in a hospital or elsewhere (unable to perform the normal functions of daily living or leave home or residence without assistance) on the date that coverage or an increase in coverage would become effective, that coverage will not be effective until he or she is no longer confined and has engaged in normal activities of someone of the same age and gender in good health for at least 15 consecutive days.

Voluntary Short Term Disability

Resource: HR Service Center ext. 60001

Employees authorized for 48 hours or more per pay period can elect to enroll in the voluntary Short-Term Disability plan through UNUM Provident. Enrollment is conducted during February for all benefit-eligible employees (including newly eligible employees) and during August for newly eligible employees.

The short-term disability income protection insurance can provide benefits to you if you become disabled and cannot work due to a covered illness or accident. Coverage of up to 60% of salary may be offered, subject to salary requirements, and your policy is guaranteed renewable to age 72. The plan pays for eligible time off due to non-occupational accident or illness after a waiting period of 14 days. The plan will cover you for the period of time you are deemed to be disabled to a maximum of 13 weeks.

Upon becoming eligible to apply for coverage, we will provide you with an information kit that explains your benefit options and the enrollment process. To apply for the coverage, you will need to call UnumProvident Telephonic Enrollment Support team during a designated time period. When you call, your voice will be recorded to capture your benefit elections and authorize your benefit deductions. We will process and forward payroll deductions related to this benefit as directed by employees, but do not otherwise administer the plan or exercise discretion over it. The plan is optional and you pay all premiums.

Long Term Disability

Resource: HR Service Center ext. 60001

We provide long-term disability insurance to all Residents working 48 hours or greater per pay period. This benefit is effective the first of the month following date of hire. If you were to become disabled, the payments would be as follows subject to approval of the long-term disability carrier.

Disability Payment Program

| Time Away from Work | Compensation | Type of Illness | Comments |
|----------------------|---------------------------------------|-----------------|--|
| Greater than 90 days | 60% of salary up to \$5,000 per month | Disability | Individual responsible to complete necessary paperwork required by the disability carrier. |

See Your Group Long Term Disability Insurance Plan Document

RETIREMENT

Essentia Health Retirement Plan

Resource: HR Service Center ext. 60001

Essentia Health offers a 401(k) retirement plan which allows employees to immediately contribute on pre-tax or Roth basis. Contributions for the 2017 calendar year are limited to \$18,000 or \$24,000 if you are 50 years of age or older.

Auto-Enrollment

As a new employee, you will be auto-enrolled in the plan to contribute 4% of your pay (pre-tax) effective 30 days after your hire date. You can change your deferral by calling Transamerica Retirement Solutions at 800-755-5801 or by logging on to essentiahealth.trsretire.com

Retirement Summary of Employer Contributions

| | |
|---|---|
| Eligible for Essentia Health Contributions | You will start receiving contributions from Essentia Health once you have completed one year of service by working 1,000 hours in a given year. |
| Matching Contribution | Essentia Health will make a matching contribution of 50% for each dollar you contribute to a maximum of 2% of your pay up to IRS compensation limit of \$265,000. Please note if you contribute the IRS maximum prior to becoming eligible, you will not be eligible for the match. |
| Additional Essentia Health Contributions | Once eligible, Essentia Health will make an annual contribution to your 401(k). The contribution is variable and approved annually by the Board of Directors. You must be employed on the last day of the calendar year to receive a contribution. |
| Vesting | Matching Contribution: The employer match is 100% vested. Annual Contribution: The annual contribution will vest 25% after two years and will be 100% vested after 5 years of service. |

Investment Options

Essentia Health offers a wide range of investment options as well a self direct option. You are able to change your investment elections at any time. If you do not make an investment election your contribution will be defaulted to a Vanguard Target Date Fund appropriate for your age. Log on to essentiahealth.trsretire.com or call Transamerica Retirement Solutions at 800-755-5801 for more information.

529 College Savings Plan

Resource: HR Service Center ext. 60001

You have the opportunity to set aside after-tax dollars and invest them for qualified higher education expenses for a designated eligible beneficiary. These dollars grow tax-deferred and the earnings are exempt from tax when withdrawn, provided that the money is used for qualified education expenses. You are offered two programs - CollegeBound fund and EdVest. Both programs offer no-load funds as well as lower expense ratios and the waiver of maintenance fees.

PRACTICE SUPPORT

Medical Education Reimbursement

Resource: Kate Dean (218) 786-3008

We provide an annual allowance for Continuing Medical Education (CME) each fiscal year. This allowance can be used for:

- Travel Expenses
- Conference Registration
- Professional Organization Dues
- Subscription to Journals
- Textbooks
- Exams

| Medical Education Opportunity | Residents | Fellows |
|---|------------------|--|
| CME Allowance | \$1,000.00 | \$3,000.00 |
| Day Allowance for CME Activities* (as approved by the Program Director) | 5 days | N/A – CME days are included in "Time Away" |

*Every effort should be made to use internal organizational resources for CME. Activities must be relevant to current practice or professional growth in the practice and must be approved by the manager. This program does not allow for funds to be carried over from year to year.

Licensure & DEA

**Resource: Credentialing Office (218) 786-3146
or Leslie Hanson (218) 786-3441**

Essentia Health provides payment for licensure and DEA expense for Minnesota as it is required for your practice. You should work directly with the Credentialing office regarding any new or renewal licenses.

Professional Liability Insurance

Resource: Leslie Hanson (218) 786-3441

We currently provide you with professional liability insurance coverage on a claims-made basis. Coverage is provided by Essentia Health Insurance Services.

TIME AWAY

All Residents and Fellows will be granted days of paid time away per academic year. Time away does not accrue, and unused days may not be carried forward or be paid out. The time away includes time off for funeral leave and petit jury duty. Residents are not eligible for paid holidays.

| Time Away Schedule | Residents | Fellows |
|----------------------------|------------------|----------------|
| Number of Paid Time Away | 21 days | 20 days |
| Eligible for Paid Holidays | No | Yes |

Leaves of Absence

Family and Medical Leave Act (FMLA)

**Resource: Leslie Hanson (218) 786-3441
or Anita Youderin (218) 786-4578**

The Family Medical Leave Act is a federal law that entitles any employee up to 12 weeks of leave in any given year for either the birth of a child, an illness affecting themselves, or an illness affecting their spouse, child or parent. In order to qualify for Family Medical Leave, you must have worked for at least 1 year and have worked 1,000 hours in that year. Definition of the year for purposes of this act will be counted backwards from the first day of lost time. All policies are in compliance with the Family Medical Leave Act and in some cases go above and beyond the regulations.

Health Care Coverage: During your Family or Medical Leave, we will pay the employer share of the healthcare coverage it provides. You are required to pay your portion to maintain your coverage. You will be billed for any remaining premiums due. Active rates for insurance will be continued for all for up to 12 weeks. If you fail to return to work after your leave ends, you will be required to reimburse the portion of your health care premium which we paid during your leave. Cobra documentation will be mailed just prior to the elapse of the 12-week time frame.

Medical Certification: If you take a medical leave for your own serious health condition or to care for the serious health condition of a spouse, child, or parent, certification from your physician or health care provider will be required. The initial certification will be due 15 calendar days after the request for medical leave. If you do not provide the certification as required, leave will be denied until it is provided. Re-certification supporting the leave will be required every 30 days thereafter.

Ability to Work Certificate: If you take a medical leave because of your own serious health condition, prior to your actual return date, we require certification from your physician or health care provider stating you are medically able to return to work. We may require you to obtain a second medical opinion at our expense. If your medical leave is greater than three months, your credentialing status will be assessed prior to returning to work.

Parental Leave: Time for the birth and care of your newborn child or for placement with the employee of a child for adoption or foster care. In addition to any unpaid leave available under the Family Medical Leave Act, we will provide up to two weeks of paid leave at regular rate of pay for (1) maternity leave (2) paternity leave and/or (3) adoption leave. This time is not charged against the resident's paid time away allocation. The leave must be no later than 6 weeks after birth/adoption, no sooner than 2 weeks before the birth/adoption, and the leave must be consecutive.

If you are also eligible for leave under the Family and Medical Leave Act (FMLA) and/or the Minnesota Parenting Leave Act (MPLA), your FMLA/MPLA leave will run concurrently with your paid parental/childbirth leave.

Parental leave must be used as a single continuous, full-time absence and may not be taken on an intermittent basis.

Military Exigency Leave: Time to allow an employee who has a spouse, son or daughter, or parent who is called to active duty in a foreign country, FMLA leave due to a qualifying exigency related to urgent matters arising out of the family member's active duty or call to active duty.

Military Caregiver Leave: Time to allow an employee who is the spouse, son or daughter, parent, or next of kin of a veteran who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness incurred in the line of active duty in a foreign country to take FMLA leave to care for the Service member so long as the veteran was a member of the military within five years of receiving such treatment.

****Maximum time off of 26 days is based off of ABFM standards. If a resident misses more than 26 days in an academic year, the time must be made up at the end of residency in two week intervals.**

OTHER BENEFITS

Tuition Reimbursement

We offer tuition reimbursement to all non-contract full-time and part-time (equal to or greater than .5 FTE) employees, who have successfully completed three months of employment.

Course work (including correspondence courses) must be taken through an accredited college, university, or technical institution. Eligible courses are those which are relevant to the employee's current job or applicable to career development within our health system or which are required by the applicant's relevant field of study, including electives. Reimbursement is calculated at the rate of 90% for all eligible expenses up to a maximum of \$2,500 per fiscal year (July 1 through June 30). Employees may be eligible to apply for Tuition Advance Payment if they are enrolled in a course related to an academic major that is identified as a "critical profession".

Please refer to the Tuition Reimbursement/Advance Payment for Non-contract Employees, Policy#: HR0020 for more information.

Credit Union

You are eligible to become members of the Share Advantage Credit Union. It is located in the basement of St. Mary's Medical Center. Contact the Credit Union to become a member.

Cafeteria Charges

Your meals, while working in Duluth, will be paid for the program or fellowship by using your Essentia Health employee ID badge.

Home Ownership Program

In an effort to build healthy neighborhoods and to encourage employees to live close to work, we participate in the Hillside Home Ownership Incentive Program. Any employee who decides to purchase a home in the Central Hillside, East Hillside or Lincoln Park neighborhoods, may be eligible to receive a grant of \$2,000 to assist with down payment and closing costs, if funds are available. For more information, contact Neighborhood Housing Services at (218) 727-8604.

Adoption Expense Reimbursement

We provide financial assistance to you if you are building your family through adoption. Reimbursement to those eligible will be calculated at the rate of 80% of qualified expenses not to exceed \$2,500 per child per fiscal year, with a lifetime maximum of \$10,000 per employee.

Enhancements from Lincoln Financial

Lincoln Financial offers enhanced services to employees at no cost to you and you will automatically receive additional services at no cost to you. You will find more information online in My HR.

- TravelConnect travel assistance services
- LifeKeysSM Services including
 - Unlimited phone contact with grief counselors and legal advisors
 - Up to 6 sessions of grief and/or legal consultation
 - Memorial planning assistance
 - Child and elder care referrals
 - Other support services including financial counseling, moving, and relocation assistance

Guidance Resources

As you go through life, you may be faced with challenges related to your health, personal life, family or work. Problems can affect your home life as well as your work environment, and Essentia Health wants to make sure you can meet these challenges. You'll have access to a variety of resources through ComPsych including resources when you're having a baby, planning for retirement, moving, finding elder care, tax questions, and more. The experienced professionals at *Guidance Resources* provide free, confidential counseling to help you and your family deal with everyday challenges. Beyond these services, you and your household family members are eligible for three face-to-face counseling sessions free of charge. Call anytime 1.855.538.5625 visit guidanceresources.com (Company ID: Essentia).

Essentia Health Fitness and Therapy Center

You are eligible for a discount at the Essentia Health Fitness & Therapy Center. We will pay a portion of your monthly membership fee: \$15/month for full-time credentialed practitioners and \$10/month for part-time.

On-Site Child Care Center

We have an on-site child care center for those employees who desire care for their children close to work. The child care center provides quality licensed care for children age 6 weeks to 12 years (located on the Duluth Campus). Contact the child care center at 218-786-4411.

Employee Discounts

You are eligible for a 15% discount on over-the-counter items at Essentia Health pharmacies, a 20% eyewear discount at the Essentia Health Optical Shop, 20% discount on Lasik surgery (10% for family members) and a 20% discount at the Skin Renewal Clinic.

ADDITIONAL EMPLOYMENT BENEFITS

Residents, as employees of Essentia Health, are eligible upon hire for:

- MBMP Licensure & DEA
- Professional Liability Insurance
- Medical Certifications (BLS, ACLS, ATLS, NRP, PALS)
- Medical Education Reimbursement (CME)
- Flexible Spending Accounts
- Health Savings Account
- 401(k) Retirement Plan
- 529 College Savings Plan
- Tuition Reimbursement
- Adoption Expense Reimbursement
- Home Ownership Program
- Employee Assistance Program
- Essentia Health Fitness & Therapy Center
- Guidance Resources
- On-Site Child Care Center
- Credit Union
- Enhancements from Lincoln Financial
- Employee Discounts

MYU PORTAL (www.MyU.umn.edu)

See details at: [Department-Level Policy: MyU Portal](#)

See also Institution-Level Policy at: [Resident and Fellow Information & Resources Guide-MyUPortal](#)

HOLIDAYS

The following are observed Program holidays for the 2017-2018 academic year. On these days the Duluth Family Medicine Clinic will be closed and most residents will be off their rotation duties. Residents on in-hospital rotations will be scheduled to provide services on these days. The Residency Office will make every effort to ensure the obligation to cover holidays is equitable.

2017-2018 Program Holidays

| | |
|--------------------------------------|----------------------|
| Tuesday, July 4 th , 2017 | Independence Day |
| Monday, September 4, 2017 | Labor Day |
| Thursday, November 23, 2017 | Thanksgiving Holiday |
| Monday, December 25, 2017 | Christmas Day |
| Monday, January 1, 2018 | New Year's Day |

Monday, May 28, 2018

Memorial Day

2017-2018 UMN Holidays (The University is closed on the following dates)

| | |
|--------------------------------------|-----------------------------|
| Tuesday, July 4 th , 2017 | Independence Day |
| Monday, September 4, 2017 | Labor Day |
| Thursday, November 23, 2017 | Thanksgiving Holiday |
| Friday, November 24, 2017 | Floating Holiday |
| Monday, December 25, 2017 | Christmas Day |
| Tuesday, December 26, 2017 | Floating Holiday |
| Monday, January 1, 2018 | New Year's Day |
| Monday, January 15, 2018 | Martin Luther King, Jr. Day |
| Monday, May 28, 2018 | Memorial Day |

PAID TIME OFF (PTO)

- All residents are allowed 21 week days per academic year. (See *EIHR Resident Benefit Summary*)
- Periods may not accumulate from one PG year to another, must be taken in the year of the service for which the PTO is granted.
- No two PTO periods may be concurrent (e.g., last block of the PGY-2 and first block of the PGY-3 in sequence) and a resident does not have the option of reducing the total time required for residency (36 calendar months) by relinquishing PTO time.
- Requests for PTO are subject to the approval of the program director. The program reserves the right deny requests to limit the number of residents absent to allow for equal distribution and protect the workload of other residents.
- No PTO will be granted during the last ½ block (14 days) of PG-3 year.
- No PTO will be granted during program required events (See *2017-18 Rotations & Required Events PTO/CME Allowed*)
- PTO is allowed only on rotations for the length of time stated
- (See *2017-18 Rotations & Required Events PTO/CME Allowed*)
- Rotations may not be interrupted more than once for PTO.
- It is the resident's responsibility to notify their rotation preceptor(s), make appropriate arrangements for patient care if gone 5+ weekdays/or continuity OB >36+ weeks) and program responsibilities (Epic in-box).

Requesting PTO

PTO requests must be made to the residency office by the stated request interval due dates:

2017-18 PTO Request Due Dates

Blocks 1-7 (7/1/2017 – 1/14/2018) - May 9, 2017

Blocks 8-13 (1/15/2018 – 6/30/2018) – July 15, 2017

Residents must request PTO using New Innovations. Log into *New Innovations*. Go to > *Schedules > Make a Request*. Enter a *Start* and *End Date* of the request. Select to be *On* an assignment. Click *Continue*. Select the assignment: *0 PTO Request* or *0 No Call Request*. Click *Continue*. Select the person to receive the request **Jane Seehus** and add comments. Review request and choose the appropriate option to submit or edit the request. An email will be sent to the resident when the request is Approved or Denied.

PTO and Observed Holidays

- Combining PTO and observed holidays is allowed but cannot exceed maximum days allowed absent (See *2017-18 Rotations & Required Events PTO/CME Allowed*)
- Observed holidays will count against the total maximum days absent but will
- not count against PTO allotment.
- Residents are not guaranteed contiguous weekends.
- As patient care activities function 24/7/365, it will be required that some residents are scheduled to work on observed holidays

PRACTICE SITE SEARCH

In PGY-2 and PGY-3 years, PTO time may be used to schedule practice site visits.

OTHER

Residents are not charged PTO to complete testing for certifying exams required by the program (e.g., USMLE, COMLEX, ABFM, ITE exams), professional certifications (BLS, ACLS, ATLS, NRP, PALS, ALSO), or required program events (retreats, programmatic courses).

LEAVE OF ABSENCE

See details at: [Department-Level Policy: LOA](#)

All leaves must be approved by the Program Director and submitted to Dee Ann Witte, Program Manager, **prior** to all resident leaves. You will be contacted directly by Essentia Health Human Resources regarding your benefits while on your leave of absence. If you are on an unpaid leave of absence and you want your benefits to continue, you must contact the program manager immediately. If you fail to notify about continuing your benefits, they will be discontinued.

For short-term disability and/or Family Medical Leave Act (FMLA) eligibility questions, please contact Essentia Health Human Resources. Let Essentia's HR Service Center Representatives assist you. The service center is open from **8:00 a.m.to 4:00 p.m. Monday through Friday.**

E-mail: Send us your questions electronically and we'll get back to you within 24 hours. Contact us at MyHR@EssentiaHealth.org

Phone: Call (855) 321-6947 or (218) 576-0001 (ext. 60001).

Refer to the GME Policy for all other types of leave not included in this manual

SICK LEAVE

Residents must notify the Chief Resident or the faculty on call when unscheduled events such as illness or family emergencies do not allow for reporting to assigned duties. The Residency Office will adjust schedules as needed to guarantee adequate coverage. Call personal physician (recommended for any illness) and mandatory for illness requiring time absent from duties in excess of two (2) days. Remember to take care of yourself: consider your own health and protect your patients.

Residents are responsible for making sure they reserve PTO days to cover for urgent/emergent absences throughout the year. It is recommended residents reserve a minimum of five (5) days of PTO for such incidents. Residents who do not have PTO to cover absences will be required to extend residency for the number of days exceeding the allowed 21 days. This is a non-negotiable ABFM requirement (see [ABFM Requirements - Absence from Residency.](#)) Residents will be placed on a leave of absence and the days in excess of one month (21 working days) must be made up before the resident progresses to the next PGY level or graduation. All resident leaves must be discussed with and approved by the Program Director. Please see Medical Leave policy for any sick leave taken in excess of three (3) consecutive calendar days.

PARENTAL LEAVE

Essentia Health provides two (2) weeks paid maternal or paternal parental leave for the birth or adoption of a child. Parental Leave counts toward the maximum cumulative amount of personal time away per academic year.

Residents should contact her/his health insurance carrier prior to the birth of the child to ensure s/he is aware of obligations to enroll the new child on the insurance plan. Prompt enrollment of the new child will avoid claim service problems.

For short-term disability and/or Family Medical Leave Act (FMLA) eligibility questions, please contact Essentia Health Human Resources. The service center is open from **8:00 a.m.to 4:00**

p.m. Monday through Friday.

E-mail: Send us your questions electronically and we'll get back to you within 24 hours.

Contact us at MyHR@EssentiaHealth.org

Phone: Call (855) 321-6947 or (218) 576-0001 (ext. 60001).

Please refer to the Department-level Leave of Absence policy for additional information.

MEDICAL LEAVE

See details at: [Department-Level Policy: Medical Leave](#)

A leave request must be approved by the Program Director and submitted to Dee Ann Witte, Program Manager, **prior** to a resident going on leave.

For short-term disability and/or Family Medical Leave Act (FMLA) eligibility questions, please contact Essentia Health Human Resources. Let Essentia's HR Service Center Representatives assist you. The service center is open from **8:00 a.m.to 4:00 p.m. Monday through Friday.**

E-mail: Send us your questions electronically and we'll get back to you within 24 hours.

Contact us at MyHR@EssentiaHealth.org

Phone: Call (855) 321-6947 or (218) 576-0001 (ext. 60001).

Please refer to the Department-level Leave of Absence policy for additional information.

BEREAVEMENT LEAVE

See details at: [Institution-Level Policy: Leave policies & procedures](#)-Bereavement

Bereavement (Funeral) Leave: Per Essentia Health employment policy, residents are provided with up to 3 consecutive days of bereavement leave, including the date of the funeral, for immediate family members. Bereavement leave counts toward the maximum cumulative amount of personal time away per academic year.

Please refer to the Department-level Leave of Absence policy for additional information.

FAMILY MEDICAL LEAVE ACT (FMLA)

See details at: [Institution-Level Policy: Leave policies & procedures](#)-Family Medical Leave Act

For Family Medical Leave Act (FMLA) eligibility questions, please contact Essentia Health Human Resources. Let Essentia's HR Service Center Representatives assist you. The service center is open from **8:00 a.m.to 4:00 p.m. Monday through Friday.**

E-mail: Send us your questions electronically and we'll get back to you within 24 hours. Contact us at MyHR@EssentiaHealth.org
Phone: Call (855) 321-6947 or (218) 576-0001 (ext. 60001).

JURY OR WITNESS DUTY

See details at: [Institution-Level Policy: Leave policies & procedures](#)-Witness or Jury Duty Leave

Please refer to the Department-level Leave of Absence policy for additional information.

MILITARY LEAVE

See details at: [Institution-Level Policy: Leave policies & procedures](#)-Military Leave

Please refer to the Department-level Leave of Absence policy for additional information.

UNAUTHORIZED LEAVE

See details at: [Department-Level Policy: Unauthorized Leave](#)

PROFESSIONAL AND ACADEMIC LEAVE

See details at: [Department-Level Policy: Professional & Academic Leave](#)

All requests for CME are subject to the approval of the Program Director. It may not be possible to grant all CME requests as the program reserves the right to limit the number of residents absent to allow for equal distribution and protect the workload of other residents.

PGY-1 residents are allowed zero (0) days per year. PGY-2 and PGY-3 residents are allowed five (5) days per year to attend educational meetings accredited by recognized societies (AAFP, NCFMR, STFM, AMWA, etc.). You are encouraged to present research at regional and national meetings. If your paper is accepted for presentation, the program will provide you a per diem, authorized travel expenses (beyond conference allotment) and time away from the program for presentations.

Continuing Medical Education (CME) courses at the University of Minnesota are open to all residents. A number of programmatic courses are required as assigned (scheduled). For non-required courses, reimbursement for associated attendance fees is at the Program Director's discretion. Request and approval is required before registration.

Residents must request CME using New Innovations. Log into *New Innovations*. Go to > *Schedules > Make a Request*. Enter a *Start* and *End Date* of the request. Select to be *On an assignment*. Click *Continue*. Select the assignment: *0 PTO Request* or *0 No Call Request*. Click *Continue*. Select the person to receive the request **Jane Seehus** and add comments. Review request and choose the appropriate option to submit or edit the request. An email will be

sent to the resident when the request is Approved or Denied.

2017-18 Rotations PTO Allowed/Not Allowed

| PGY1 | PGY2 | PGY3 |
|--|---|---|
| Ambulatory Pediatrics Surgery Geriatrics Musculoskeletal Medicine Surgical Sub-Specialties | Acute Care Ambulatory Pediatrics Gynecology Interdisciplinary Medicine/ Radiology Orthopedics 1 Block Electives | Interdisciplinary Medicine/ Scholarly Activity 1 Block Electives Sports Medicine |
| Emergency Medicine Family Medicine | Critical Care Infectious Disease Elective ½ Block Electives ^A | Emergency Medicine Infectious Disease Elective ½ Block Electives ^A |
| Orientation PGY1 Boot Camp Adult Medicine Obstetrics Inpatient Pediatrics | Adult Medicine Family Medicine Service Obstetrics Pediatrics | Adult Medicine Chief Resident Family Medicine Service Obstetrics Pediatrics |

KEY

Rotations may not be interrupted more than once for scheduled PTO/CME. Combining scheduled PTO/CME and an observed holiday is allowed but cannot exceed maximum days absent as defined below. Observed holidays count against the total maximum days absent but not against PTO/CME allotment.

Green - Long

Maximum of five (5) consecutive weekdays + one (1) weekend. Residents are not guaranteed two (2) contiguous weekends; may be scheduled to work one (1) weekend contiguous with PTO/CME or an observed holiday as program requires.

Blue - Short

Maximum of two (2) consecutive weekdays + one (1) weekend. Weekday combinations allowed are Thursday/Friday, Monday/Tuesday, or Friday/Monday contiguous with weekend.

(A) Maximum of one (1) weekday + one (1) weekend. Weekday allowed is a Monday or a Friday contiguous with weekend.

Red - No Scheduled PTO/CME Allowed.

REQUIRED PROGRAM EVENTS

Residents are required to attend PGY-specific program events such as retreats, certifications, and ABFM In-Training Exams as scheduled. Time away (PTO/CME) will not be granted on required event days.

2017-2018 PGY-1 Required Events

| | |
|---|-----------------------|
| June 16-30, 2017 (Orientation) | BLS/ACLS, PALS, NRP |
| Thursday, July 20, 2017 | ALSO Certification |
| Thursday, September 28-29, 2017; or below | ATLS Certification |
| Monday, October 23-27, 2017 | ABFM In-Training Exam |
| Friday, October 27-28, 2017; or above | ATLS Certification |
| Friday, January 26, 2018 | Annual Retreat |

2017-2018 PGY-2 Required Events

| | |
|-----------------------------|---------------------------|
| Monday, October 23-27, 2017 | ABFM In-Training Exam |
| Friday, March 2, 2018 | Annual Retreat |
| June 2018 (Pending) | NRP Certification |
| June 2018 (Pending) | BLS/ACLS Re-Certification |

2017-2018 PGY-3 Required Events

| | |
|------------------------------------|-------------------------------------|
| Monday, October 23-27, 2017 | ABFM In-Training Exam |
| Friday, December 8, 2017 | Annual Retreat |
| April 1-16, 2018 (Schedule Window) | ABFM MC-FP Board Certification Exam |

PROFESSIONAL LIABILITY (MALPRACTICE) INSURANCE INFORMATION

Professional Liability Insurance is provided by Essentia Health to all residents, including tail insurance, for residency related events. The Insurance coverage territory includes the United States, Puerto Rico, Sweden and Canada. However, policy territory does not include Wisconsin. For residency rotations in Wisconsin, a supplemental coverage policy will be purchased by the program.

MEALS

St. Luke's Hospital

Residents are required to show their ID badge when going through cafeteria lines at St. Luke's Hospital to receive a complimentary meal. Vending machines are available at the resident's expense when the cafeteria is closed.

Essentia Health - St. Mary's Medical Center

A \$3,800 allowance is provided annually for resident meals. Residents swipe ID badges at the St. Mary's cafeteria. If you encounter any errors with your meal allowance, notify the residency office and retain your cafeteria receipt for reimbursement. Vending machines are available when the cafeteria is closed.

LAUNDRY SERVICE

PGY-1 residents will be given two physician white coats. If additional coats are desired residents may use their Academic Business Expense funds to purchase. Complimentary laundry service is provided. Hampers are located on both clinic floors and the 3rd floor resident work area.

COMPLIMENTARY PARKING

Essentia Health St. Mary's Medical Center

The physician lot is 1/2 block east of hospital with access through alley between 5th and 6th Avenues East. There is additional parking available in all ramps; Essentia Health ID Badge will lift the gates. Essentia Health Parking Stickers are required and must be displayed on the outside of the rear window of the vehicle

Essentia Health Medical Center (Miller-Dwan Building)

Physician parking is available in the ramp behind Polinsky. There is additional parking available in all ramps; Essentia Health ID Badge will lift the gates. Essentia Health Parking Stickers are required and must be displayed on the outside of the rear window of the vehicle

St. Luke's Hospital

Physician parking is available in the lot located on the corner of 9th Avenue East and Second Street, with the entrance off of 9th Avenue East. St. Luke's Parking Pass must be displayed on the rearview mirror.

Duluth Family Medicine Clinic

Parking is available in the clinic lot (leaving first two rows for patients), as well as the lower lot on the corner of Third Street and 8th Avenue East. Residents and staff are encouraged to utilize this lower lot.

MEMBERSHIP IN MEDICAL SOCIETIES

See details at: [Department-Level Policy: Membership in Medical Societies](#)

LIBRARIES

Essentia Health St. Mary's Medical Center Medical Library is located on 2 East. Your photo ID/access badge will open the doors after hours. The Essentia Health Library Services home page <https://thesource.essentiahealth.org/our-learning/library-services> offers access to databases, electronic journals, electronic books, service request forms, and information regarding library resources and services. The library staff can assist you with computerized literature searches for residency related projects. The library provides access to information from the databases of the National Library of Medicine (MEDLINE), Cumulative Index to Nursing and Allied Health Literature (CINAHL), and many others. When requests for information cannot be filled from the library's own collection, materials can be borrowed from other libraries for Essentia Health related projects. Resources are often obtained within a few business days, but some requests may take one to two weeks to fill.

St. Luke's Hospital Medical Library is located across from the physicians' entrance on 2nd floor. Your photo ID/access badge will open doors at any time.

The University of Minnesota Biomedical Library can be accessed <https://hsl.lib.umn.edu/biomed>

PARENTAL-NEWBORN ELECTIVE

See details at: [Department-Level Policy: Parental-Newborn Elective](#)

RESEARCH RESOURCES

See details at: [Department-Level Policy: Research Resources](#)

GLOBAL FAMILY MEDICINE PATHWAY

See details at: [Department-Level Policy: Global Family Medicine Pathway](#)

MOVING EXPENSE REIMBURSEMENT POLICY

See details at: [Department-Level Policy: Moving Expense Reimbursement](#)

Residents may qualify for reimbursement of a one-time maximum of up to \$1,000 for moving expenses for your initial move for residency. The resident will pay for the move and apply for reimbursement after the move. Receipts for all expenses requested for reimbursement must be submitted no later than August 31. Reimbursement will be processed after residents start orientation. Contact Dee Ann Witte, Program Manager, for assistance or questions.

Essentia Health follows Internal Revenue Service criteria for qualified moving expenses. Qualified moving expenses include, but are not limited to, reasonable cost of services for packing, hauling, delivery, storage and unpacking, as well as transportation and lodging during the move.

ACADEMIC BUSINESS EXPENSE REIMBURSEMENT POLICY

See details at: [Department-Level Policy: Academic Business Expense Reimbursement](#)

The purpose of the Resident Academic Business Expense Fund is to provide residents with continuing medical education resources to facilitate ongoing clinical and academic training through an annual reimbursement for each year of residency.

Resident Academic Business Expense Fund Eligible Expenses

Each incoming and continuing resident is eligible to receive reimbursement for up to \$1,000 per PG Year. Examples of potential educational and technology items are listed below. Please consult the residency office for items not listed below.

Taxable Items include smart phone or mobile devices, computer hardware or accessories (laptop, desktop, tablets, e-book readers, monitors, flash drives, storage devices), or stethoscopes. *Items taxable to the individual are the property of the individual residents and do not need to be returned at the completion of residency or prior to completion if on leave or as part of termination from the residency program.*

Non-Taxable Items include clinical or educational conference expenses, including web-based CME courses based on Essentia Health travel policies, clinical textbooks, medical or professional journals, professional membership dues, ABFM certification exam fees, educational or clinical software/apps.

Non-Reimbursable Items include sales tax, monthly access and internet service charges, software and hardware updating and maintenance, including warranties. These items are the responsibility of the resident.

Parameters and Process for Academic Business Expense Reimbursement:

1. All purchases must be made after your first day of employment to qualify for reimbursement.
2. All purchases must be compliant with this policy.
3. All technology purchases must be used in support of education or clinical care.
4. Funds of \$1,000 will be available for each PG year for purchase of academic, clinical, or technology items. If you receive any discount, gift card, voucher, etc., with your purchase, that amount will be deducted from the reimbursement amount.
5. All reimbursement requests must be submitted at least 30 days prior to completing residency.
6. Residents must submit a copy of all itemized (detailed) receipts for purchases. .
7. Please note personal technology devices will not receive IT support from the program or Essentia Health IT staff.

SECTION 3: INSTITUTION RESPONSIBILITIES

[The Institution Manual](#) is designed to be an umbrella policy manual. Some programs may have policies that are more rigid than the Institution Manual in which case the program policy would be followed. Should a policy in a Program Manual conflict with the Institution Manual, the Institution Manual would take precedence.

SECTION 4: DISCIPLINARY AND GRIEVANCE PROCEDURES

See details at: [Department-Level Policy: Disciplinary & Grievance Procedures](#)

SECTION 5: GENERAL POLICIES AND PROCEDURES

REPORTING RESIDENT/FELLOW WORKERS' COMPENSATION INJURIES

Worker's Compensation insurance is provided to residents as employees by Essentia Health. Worker's Compensation Insurance is for expenses and loss of earnings due to work-related accidents, injuries or illnesses compensable under the State Worker's Compensation Law.

PROCEDURE for Essentia Health employees:

Notify their supervisor (Program Director, faculty on call, or Chief Resident) as soon as possible following the injury/exposure.

For Employees at Essentia Health Duluth, St. Mary's Medical Center:

During the hours of Monday – Friday, (7:30 am – 4:00 pm), contact Employee Health RN at (218) 786-3392 immediately after injury for initial assessment.

After office hours and on weekends, employees are to contact the Administrative Rep. The Employee Health RN will provide initial triage and make recommendations for medical treatment when requested by the employee.

Complete the Employee Injury/Exposure Report located in **MYHR/Staff Safety and Ergonomics on The Source**. If medical treatment was obtained, provide Employee Workers' Comp Department with a copy of the Workability Report completed by their medical provider.

If injury is due to a Blood & Body Fluid Exposure, see Infection Prevention Policy IP 3403, Blood & Body Fluid Exposure, Healthcare Workers located in the Safety-Infection Prevention manual. Contact the Blood and Bodily Fluid Hotline at (218) 786-3000.

HIPAA AND SECURITY TRAINING

HIPAA training is managed through the Graduate Medical Office at the University of Minnesota and is administered through an onboarding checklist.

All residents will be required to complete annual clinical and hospital HIPAA and security training requirements. The initial training by Essentia Health St. Mary's Medical Center and St. Luke's Hospital will be completed during orientation but annual training will then be required by Essentia Health as employees using SABA modules and also St. Luke's Hospital using computer-based sessions.

NEW INNOVATIONS

The Program utilizes New Innovations, a web-based Residency Management System (RMS) to track, report and maintain all residency education activities and information including: assignment scheduling, call schedules, duty hour entry and reports, evaluations, procedure logging and reports, curriculum management and conference management. It is a program requirement for all residents to access and utilize New Innovations. The full New Innovations application may be accessed at <http://www.new-innov.com>. Copy the link to your mobile device home screen. There is also an additional mobile app NI GME that can be used for the specific tasks of syncing duty hours and entering procedures in procedure logger.

VISA SPONSORSHIP

See details at: [Department-Level Policy: Visa Sponsorship](#)

CONDITIONS OF EMPLOYMENT

Background Check and Disclosure Policy

Residents are responsible for notifying the Program Director of arrests, convictions, and the disposition of any outstanding charges after the initial background check for employment is completed. Residents must also report any adverse information resulting from subsequent criminal background checks obtained at any site during their employment as a resident. Failure by a resident to disclose an arrest or a criminal conviction to the Program Director within 5 days may result in corrective action, up to and including immediate dismissal from the training program.

Residency Permit

All incoming residents must apply, obtain, and retain an unrestricted residency permit from the Minnesota Board of Medical Examiners

<http://mn.gov/health-licensing-boards/medical-practice/?agency=BMP>. The resident will be unable to start training until the residency permit letter has been received.

See details at: [Department-Level Policy: Residency Permit Applications](#)

National Provider Identification Number (NPI)

All incoming residents are required to obtain a National Provider Identification (NPI) number prior to beginning residency. This will be done processed through the Residency Clinic Business Office. <https://nppes.cms.hhs.gov/NPPESRegistry/NPIRegistryHome.do>.

PROGRAM CURRICULUM

Program curriculum includes rotational requirements, as well as longitudinal learning experiences. Rotations are based on 13 four-week cycles. Residents work with their advisor to select elective rotations to meet his/her educational goals. The Goals and Objectives for each rotation are available in New Innovations, and must be read and signed off by the resident prior to the start of each rotation.

PGY-1

| | |
|-------------------------|----------------|
| Orientation | ½ Block (June) |
| PGY1 Boot Camp | 1 Block |
| Adult Medicine | 2 Blocks |
| Ambulatory Pediatrics | 1 Block |
| Emergency Medicine | 1 Block |
| Family Medicine Service | 1 Block |
| Geriatrics | 1 Block |
| Obstetrics | 2 Blocks |
| Pediatrics | 1 Block |

| | |
|---------------------------------------|---------|
| Sports Medicine ¹ | 1 Block |
| Surgery (General) ² | 1 Block |
| Surgical Sub-Specialties ³ | 1 Block |

1. Includes Rheumatology
2. Includes Anesthesia
3. Includes ENT, Ophthalmology and Urology

PGY-2

| | |
|---------------------------------|------------|
| Acute Care | 1 Block |
| Adult Medicine | 1 Block |
| Ambulatory Pediatrics | 1 Block |
| Critical Care | 1 Block |
| Family Medicine Service | 2-3 Blocks |
| Gynecology | 1 Block |
| Community Medicine ⁴ | ½ Block |
| Interventional Radiology | ½ Block |
| Obstetrics | 1-2 Blocks |
| Orthopedics | 1 Block |
| Pediatrics | 1 Block |
| Electives | 1 Block |

4. Includes experiences in Scholarly Activity, Quality Improvement, Local Community Services/Projects/Resources

PGY-3

| | |
|-------------------------|-------------|
| Adult Medicine | 1 Block |
| Ambulatory Lead | 1-1½ Blocks |
| Community Medicine | 1 Block |
| Emergency Medicine | 1 Block |
| Family Medicine Service | 2-3 Blocks |
| Obstetrics | 1 Block |
| Pediatrics | 1 Block |
| Sports Medicine | 1 Block |
| Electives | 3-4 Blocks |

4. Includes experiences in Scholarly Activity, Quality Improvement, Local Community Services/Projects/Resources

Electives

Advanced Obstetrics (Cesarean Sections)
 Acute/Urgent Care
 Anesthesia
 Billing/Coding

Cardiology
Continuity Clinic
Critical Care
Diabetes Education
Emergency Radiology
Endocrinology
Gastroenterology
General Surgery
Geriatrics Care Facility Medicine
Gynecology
Health Systems Management
Hematology/Oncology
Hospice/Palliative Care
Infectious Disease
Laboratory Medicine
Nephrology
Neurosurgery
NICU/Advanced Pediatrics
Parental-Newborn
Physical Medicine & Rehabilitation
Plastic Surgery
Podiatry
Pulmonary Medicine
Rheumatology
Rural Emergency Medicine –Deer River/Virginia
Rural Family Medicine – Ashland/Deer River

Longitudinal

Continuity Clinic
Geriatrics
Integrated Behavioral Medicine
Professionalism
Practice Management
Research
Residents As Teachers
Systems-Based Practice Management
Scholarly Activity
Quality Improvement
Wellness and Support

ROTATION MATERIALS

Faculty and rotation preceptors have developed Goals & Objectives for each rotation offered to residents. Goals & Objectives are available in New Innovations www.new-innov.com and are emailed 7 days prior to rotation start date. Residents are required to confirm receipt of curriculum (ACGME requirement) in New Innovations.

Residents access their rotation descriptions and supporting materials through New-Innovations, RMS. Residents will be notified by email 7 days in advance of their rotation that their materials are available for review. Residents need to confirm their review of these materials. Support materials are listed on the rotation descriptions and in pre-rotation email (highlights and tips from faculty and peers).

ROTATION EXPECTATIONS

Residents are expected to confirm their schedule with sites prior to the start of each rotation. Residents must report to the site on time and ready to learn. If a resident reports to a site and their preceptor is not available, they are expected to report to the program immediately, failure to do so will result in PTO time. The program will make every attempt to locate an alternate learning opportunity.

PROGRAM GOALS AND OBJECTIVES

Overall program goals and objectives are available online on RMS.

CONFERENCES & DIDACTICS

Residents are expected to attend scheduled conferences and didactic sessions unless rotation/patient care obligations prevent them from attending. The conference schedule can be accessed in New Innovations. Attendance is taken at each conference and becomes a part of overall resident performance evaluation. Residents are expected to maintain a minimum attendance rate. Residents who are on PTO, CME, off-site rotations, leave of absence, or have scheduled clinical and educational work experiences are excused from conference attendance. Residents will complete conference evaluations in New Innovations.

Conferences

- Monday - Thursday, Noon-1PM Family Medicine Core Topics (as scheduled)
- Friday, 7AM & Noon-1PM Essentia Health Grand Rounds (September-May) & Family Medicine Core Topics (as scheduled)

Didactics

Each PGY has class-specific required didactic sessions. They address a variety of core Family Medicine topics and procedural skill workshops. Residents are excused from scheduled clinical and educational work experiences during their required PGY didactic session.

- PGY-1 – 1st Thursday of the block, 1:30-5PM
- PGY-2 – 2nd Thursday of the block, 1:30-5PM
- PGY-3 – 3rd Thursday of the block, 1:30-5PM

TEACHING MEDICAL STUDENTS

See details at: [Department-Level Policy: Teaching Medical Students](#)

Residents are an essential part of the teaching of medical students. It is critical that any resident who supervises or teaches medical students must be familiar with the educational objectives of the course or clerkship and be prepared for their roles in teaching and evaluation.

University of Minnesota-Duluth, School of Medicine

MS-1 Family Medicine Outpatient Preceptorship; PGY-2 and PGY-3 residents are paired with MS-1's. This is where students are scheduled to spend seven (7) continuity clinic shifts under the direct supervision of their resident mentor to observe and participate in hands-on, active patient care and associated didactics. The emphasis is on evidenced-based clinical approaches to common medical problems, clinical problem-solving in the ambulatory setting, the learning or refining of clinical skills, and experiencing the various roles of the primary care physician.

MS-1 Rural Course (Breast/Pelvic Exam/Brown Bag Panel/Speed Date Our Specialty);

PGY-2 and PGY-3 residents volunteer to encourage, support and interact with students during their first supervised direct patient experience with breast and pelvic exams. Also volunteer to participate during brown bag panel discussions and speed date our specialty events on-site at the medical school to offer insight and personal experiences during medical school, why you chose Family Medicine, recruiting pointers, and gaining focus on program educational offerings and expectations to meet their professional goals.

MS-2 Pediatric/Well-Child Preceptorship; PGY-2 and PGY-3 residents are actively involved in patient care with the assigned Pediatrician or Family Medicine physician with the expectation that a student is also involved and supervised in the patient encounter and associated didactics.

University of Minnesota, School of Medicine

MS-3 Pre-RPAP (Rural Physician Associate Program); PGY-2 and PGY-3 residents are actively involved in providing direct supervision of student experience in the initial assessment and evaluation of patients if assigned to the Family Medicine Service during Block 1 and Adult Medicine during Block 2 before joining their assigned rural site.

TRAINING/ADVANCEMENT/GRADUATION REQUIREMENTS

Faculty review resident educational progress at faculty meetings, formative evaluations, and the Clinical Competency Committee meetings. The following programmatic requirements need to be met for advancement and graduation:

Required for Advancement to PGY-2

- Certification in BLS, ACLS, ATLS, PALS, ALSO and NRP
- Achieve advancement from direct to indirect supervision as determined by faculty
- Complete 13 blocks of satisfactory performance at the PGY-1 level and achievement of all outlined goals and objectives for the PGY-1 year
- Complete 1 Journal Club presentation
- Complete 1 American Board of Family Medicine Knowledge Self-Assessment Module (KSA)
- Register for USMLE Step 3 or COMLEX-USA Level 3 and take test by March 31
- Apply for and obtain an unrestricted license to practice medicine from the Minnesota Board of Medical Practice within three (3) months of passing USMLE Step 3 or COMLEX-USA Level 3
- Apply for and obtain an unrestricted Drug Enforcement Administration (DEA) certificate within three (3) months of obtaining medical license

Required for Advancement to PGY-3

- Pass USMLE Step 3 or COMLEX-USA Level 3 by January 1 of PGY 2
- Apply for and obtain an unrestricted license to practice medicine from the Minnesota Board of Medical Practice within three (3) months of passing USMLE Step 3 or COMLEX-USA Level 3
- Apply for and obtain an unrestricted Drug Enforcement Administration (DEA) certificate within three (3) months of obtaining medical license
- Maintain unrestricted license to practice medicine in Minnesota
- Maintain unrestricted DEA certification
- Achieve re-certification in BLS, ACLS, PALS, and NRP in PGY2/3 (as scheduled)
- Participate in 1 scholarly activity quality improvement project
- Complete 1 American Board of Family Medicine Knowledge Self-Assessment Module (KSA)

Requirements for Graduation

- ACGME and ABFM Requirements
 - Successful completion of 36 months of accredited Family Medicine Residency curriculum
 - Appropriate demonstration of ACGME Core Competencies
 - 1650 continuity patient encounters (minimum of 165 encounters under age 10 and 165 encounters over age 60)
 - 750 encounters of the hospitalized adult
 - 15 encounters with an ICU patient
 - 250 encounters with a child (minimum 75 inpatient and 75 emergency room)
 - 40 newborn encounters
 - Long-term care experience over a minimum of 24 months
 - 2 scholarly activities completed (minimum 1 quality improvement activity)
 - Completion of 50 Family Medicine Certification points with the ABFM:
 - Minimum of one (1) Knowledge Self-Assessment (KSA) activity (10 points each)
 - Minimum of one (1) Performance Improvement (PI) activity with data from a patient population (20 points each)
 - Additional approved KSA Knowledge Self-Assessment, Clinical Self-Assessment (CSA 5 points each), or Performance Improvement activities to reach a minimum of 50 points.
- Program Requirements
 - Goal 3 home visits (minimum 1 visit with geriatric patient)
 - Goal 5 continuity obstetric deliveries
 - Goal participate in 3 community outreach events
 - Minimum 1 Essentia Health Friday Noon Grand Rounds presentation

RULES FOR ATTENDANCE AT PROGRAMMATIC COURSES

See details at: [Department-Level Policy: Attendance at Programmatic Courses](#)

2017-2018 PROGRAMMATIC COURSES

See details at: [Department-Level Policy: 2017-2018 Programmatic Courses](#)

ACGME COMPETENCIES

See details at: [Department-Level Policy: ACGME Competencies](#)

DRESS CODE

See details at: [Institution-Level Policy: ACGME institution policies & procedures](#)-Professional Dress Code Policy

The Duluth Family Medicine Residency Program strives to maintain the high standards of patient service and medical care for which we are known. A professional appearance, including dress and personal hygiene, is required for all residents. Please refrain from wearing scented products. A resident's dress and appearance should be appropriate for their care duty requirements (scrubs in the operating room and labor and delivery; physician coats over office attire in the clinic and hospital floors). Dress guidelines should comply with applicable regulations by hospital, University, OSHA, The Joint Commission, CDC and other regulating agencies. Failure to comply with these dress and appearance requirements will result in the resident being asked to leave the clinical area.

ID/ACCESS BADGES

Appropriate ID/access badges must be worn at all times when performing duties as a resident

- Essentia Health Security will issue a photo identification badge during orientation. The badge is to be worn while on duty to identify you to staff and patients. The badge is used to access locked entrance doors and other areas of the hospital and the Duluth Family Medicine Clinic. Please contact the Residency Office or Essentia Health Security immediately in the event of a misplaced or stolen ID badge.
- St. Luke's Hospital Security will issue a photo identification badge during orientation. The badge is to be worn while on duty to identify you to staff and patients. The badge is also used to access locked entrance doors and other areas of the hospital. Please contact the Residency Office or St. Luke's Security immediately in the event of a misplaced or stolen ID badge.

SMARTPHONES

Residents are required to have a smartphone (iPhone or Android) during residency training. The residency program utilizes many mobile applications in New Innovations for scheduling, evaluations, tracking duty hours, conferences, and many other aspects of residency training. In addition, both hospital systems offer remote electronic health record access via mobile apps. Residents may use their Academic Business Expense funds to be reimbursed for a smartphone purchase. The resident is responsible for all other associated mobile device fees. Complimentary Wi-Fi is available in the Duluth Family Medicine Clinic and both hospitals.

SOCIAL NETWORKING GUIDELINES

The Duluth Family Medicine Residency Program recommends residents exercise caution using social networking sites. Items that represent unprofessional behavior posted by residents on such networking sites may result in disciplinary action up to and including termination. Residents are expected to exhibit a high degree of professionalism and personal integrity. They must avoid identifying their connection to the Program if their online activities are inconsistent with Program values, or could negatively impact the Program's reputation.

Residents may not present themselves as representatives of the program, hospitals, or the University when posting information on personal social networking sites. Residents have an ethical and legal obligation to safeguard protected patient health information. Posting or emailing patient photographs is a violation of HIPAA. Confidential or proprietary information about the program, hospitals, or the University may not be shared online.

DUTY HOURS

See details at: [Institution-Level Policy: Resident/Fellow Information & Resources](#) ACGME institutional policies and procedures- Duty Hours

EVALUATIONS

While in residency training, all residents are required to use the web-based New Innovations program located at <http://www.new-innov.com> for the tracking of rotation and preceptor evaluations. Residents will be given a unique ID during orientation and instructions. Evaluations must be filled out consecutively (i.e. February cannot be done before January's evaluations are completed). Please contact your residency program administrator with questions.

Satisfactory completion of the residency is contingent on the passing of all rotations in each year of the residency by evidence of at least a satisfactory rating on the completed evaluation forms, or as an exception to this rule, verification of satisfactory completion by the program director. Resident evaluations will be reviewed semi-annually by the Clinical Competency Committee.

DOCUMENTATION OF PROCEDURES AND ENCOUNTERS

Documentation of procedures and patient encounters is required through the use of New Innovations.

The ACGME defines a patient encounter as a “meaningful interaction between a physician and a patient that includes a history, assessment, critical thinking, and care plan. An encounter is documented in the patient record for later reference.” The following types of encounters need to be tracked using Qualtrics:

- Adult Inpatient (including ICU)
- Pediatric Inpatient and Emergency Department
- Inpatient Newborn
- Ambulatory Pediatrics Encounters
 - Excluding those obtained during Outpatient Pediatrics rotations
 - Excluding encounters at Duluth Family Medicine Clinic

The purpose of logging these encounters is to capture those which we are unable to track through the use of an EMR, or to supplement an ACGME requirement which is partially satisfied by the amount of time spent on a rotation.

ACGME requirements include specific numbers of encounters with certain patient types, or in certain educational settings. An encounter is defined as a meaningful interaction with the patient that requires decision-making, and usually results in documentation. The program obtains partial data through the EMR in the clinic. Residents are required to document the following types of encounters:

ON CALL SCHEDULES

Call duties are based on service and shift assignments as found in New Innovations. Due to continuous improvement of the program’s curriculum, call expectations are subject to change.

Shift Call

Provide coverage of Obstetrics at either Essentia Health-St. Mary’s or St. Luke’s Hospitals as assigned in-hospital call shifts; divided equally among PGY-2&3 residents.

In-Hospital Call

Residents on Obstetrics, Pediatrics and Adult Medicine rotations will be assigned in-hospital call shifts. Shifts are divided between team members. PGY-2&3 senior resident members serve in a supervisory role to junior residents and medical students.

Family Medicine Service Call

Family Medicine Service call provides coverage for the program's continuity patient population. 24-hour pager call is divided among PGY-2&3 team members. PGY-2&3 senior resident members serve in a supervisory role to junior residents and medical students.

Inpatient Admissions from Duluth Family Medicine Clinic, Essentia Health Lakewalk and Essentia Health Proctor

The resident on call for the Family Medicine Service will admit all Duluth Family Medicine Clinic patients, and those Essentia Health Lakewalk and Essentia Health Proctor patients based on in-patient census, at either hospital. The patient's primary resident physician will be notified to facilitate a continuity patient social visit.

Obstetric Patients

Continuity of prenatal care is defined as seeing a patient for the majority of their prenatal visits, being present for the delivery, and providing postpartum care. Every effort will be made to allow residents to attend the delivery of their continuity obstetric patients. If the primary resident is not available, the assigned backup resident will assist in the delivery.

It is the policy of this program that we will not accept women for prenatal care who plan on delivering at home. Patients will be advised of this policy on their first prenatal visit and should not be rescheduled for follow up visits. Please inform the assigned preceptor for that day and/or faculty to facilitate a referral to another provider and/or services that support home deliveries and prenatal care.

ON CALL ROOMS

Essentia Health St. Mary's Medical Center

Residents on call in the hospital have rooms available on the 5th floor near the Birthing Center and NICU. Rooms have a keypad to secure the room and its contents. There are three sleeping rooms with bathroom facilities. Residents can report issues and concerns confidentially to Eva Cleet, M.D., Vice President for Medical Affairs (218-786-2851).

St. Luke's Hospital

Residents on call in the hospital have rooms available on the 6th floor of the hospital near the Birthing Center. The main entrance is secured by keypad to secure the room and its contents. There are two sleeping rooms with bathroom facilities. Residents can report issues and concerns confidentially to Gary Peterson, M.D., Medical Director, Vice President for Medical Affairs (218-249-2475).

Duluth Family Medicine Clinic

There is a private room available for resident use on the 3rd floor of the clinic.

CONTINUITY CLINIC

The Duluth Family Medicine Clinic (DFMC) is the program's Family Medicine Clinic. The time in continuity clinic is protected from the demands of residency training in order to provide the care that is expected of family physicians. To ensure this goal, the following policies have been enacted:

- Morning clinic hours start at 8:30AM and conclude at Noon. Team huddle is at 8:15AM.
- Afternoon office hours begin at 1PM and conclude at 5PM. Mandatory Team huddle is at 1:15PM.
- Residents are expected to be present on-site during clinic hours. If an illness or emergency prevents a timely arrival, residents must notify the residency office during regular office hours, or the faculty on call outside regular business hours.
- There will be no early dismissals from clinic. If you have seen the last clinic patient for the day, use the time to complete documentation, read medical literature, discuss cases with the preceptor, and/or see additional acute care patients.
- At no time is a resident allowed to cancel a clinic or block off time from the clinic schedule without permission from the program director (or designee).
- To ensure quality care, patient visit documentation is to be completed promptly after seeing the patients.

Continuity Patient Management

Residents and faculty members are assigned to patient care teams at the Duluth Family Medicine Clinic. Teams are used to improve the coordination of care delivered to our patients by providing a defined point of contact for patient calls and appointments. Teams cover for their members while out of the office, on rotation or during absences from the residency.

SUPPORT SERVICES

Patient support services available at the Duluth Family Medicine Clinic include:

- Pharmacists for physician consultation and Medication Therapy Management appointments;
- Behavior Health Specialist for physician consultation and patient services;
- Social Worker for physician consultation and patient services;
- Registered Nurses that are Certified Diabetes Educators for physician consultation and patient services;
- Additional medical support staff include: RNs, LPNs, medical assistants, medical laboratory technicians, and registered radiological technologists
- Onsite non-medical support staff include: registration, scheduling, certified medical coding, billing and revenue cycle management staff

LABORATORY/PATHOLOGY/RADIOLOGY SERVICES

Laboratory, pathology, and radiology services are provided by both St. Mary's Medical Center and St. Luke's Hospital. The Duluth Family Medicine Clinic has a moderate complexity laboratory, with pathology and reference laboratory services available by courier to Essentia Health. A radiology suite with digital radiography is also located at the Duluth Family Medicine Clinic and interpretation services are provided by Essentia Health radiologists. Other radiologic services are available at both Essentia Health St. Mary's Medical Center and St. Luke's Hospital.

EVALUATIONS

Residents are required to use New Innovations for the tracking of rotation and preceptor evaluations. Evaluations must be filled out in a timely fashion.

Incomplete (Delinquent) Rotation Evaluation Process

- Incomplete evaluations greater than 7 days: A reminder email will be sent to the resident and advisor.
- Incomplete evaluations greater than 14 days: An email will be sent to the resident, advisor and program director. The resident will be scheduled to meet with the program director or associate program director.

ADVISING AND FEEDBACK

The residency program assigns faculty advisors to incoming residents. Advisors counsel residents regarding educational evaluations, curriculum and elective planning, conference preparation, scholarly activities, quality improvement and community projects. Whether it is guidance in professional development, help with personal issues, or anything else, faculty advisors are advocates for their residents. Residents meet with advisors a minimum of four (4) times each year. These meetings will be required and are an opportunity for feedback and evaluation. Advisors and residents will review progression toward advancement and graduation, as well as progression on the ACGME's Family Medicine Milestones. Residents and advisors may also meet informally as desired.

Video Recording Feedback Sessions

The review of video recordings of patient encounters provides residents the opportunity to observe their skills without the real time demands of patient care.

Residents are scheduled for several live and recorded sessions each year. Behavioral medicine and core faculty review live sessions and recordings to provide feedback. Additional sessions may be included as a component of individual education plans.

MEDICAL RECORD COMPLETION

In order to provide quality care to our patients within the continuity clinic, and in the hospital setting, medical records must be thorough, accurate, and completed in a timely fashion per the program and hospital guidelines.

Essentia Health St. Mary's Medical Center Medical Record

Essentia Health uses Epic as its electronic medical record (EMR) at St. Mary's Medical Center, as well as all of its regional clinics and hospitals. Training is provided during orientation, and updates are provided via email as applicable. The EMR is available 24 hours/day both on location, as well as via a secure, web-based application accessible remotely.

Timely Documentation Requirements

- Routine consults must be completed within 24 hours.
- For urgent consults, the provider requesting the consult must discuss the case with the consultant to provide clinical background and justification for the urgency. Urgent consults must be completed and documented immediately.
- History and Physicals must be completed and documentation in the record within 24 hours of admission.
- Discharge summaries must be completed and sent with the patient when discharged to non-home settings such as a skilled nursing facility or rehabilitation facility.
- All other notes and documentation are required to be completed within 24 hours (operative notes, progress notes, etc.)

St. Luke's Hospital Medical Record

St. Luke's Hospital uses Meditech as its electronic medical record (EMR) at St. Luke's Hospital. Training is provided during orientation, and throughout the year as needed. The EMR is available 24 hours/day in the hospital, as well as via a secure, web-based application accessible remotely.

Timely Documentation Requirements

- Routine consults must be completed within 24 hours.
- For urgent consults, the provider requesting the consult must discuss the case with the consultant to provide clinical background and justification for the urgency. Urgent consults must be completed and documented immediately.
- History and Physicals must be completed and documentation in the record within 24 hours of admission.
- Discharge summaries must be completed and sent with the patient when discharged to non-home settings such as a skilled nursing facility or rehabilitation facility.
- All other notes and documentation are required to be completed within 24 hours (operative notes, progress notes, etc.)

Delinquent Hospital Documentation

If delinquent hospital documentation results in suspension of the resident's hospital privileges, the resident will be unable to perform program assigned duties. This will result in consequences including, presentation of the resident to the University of Minnesota Scholastic Standing Committee, required remediation, and any other intervention to be determined by the Program Director.

Duluth Family Medicine Clinic Medical Record

The Duluth Family Medicine Clinic uses Epic (Encompass) as its electronic medical record (EMR). Training is provided during orientation and throughout the year as needed. The EMR is available 24 hours/day both in the clinic, as well as through a secure web-based application accessible remotely.

Timely Documentation Requirements

Patient documentation is required to be completed within 2 business days (48 hours) of the visit, and absolutely no later than 5 business days (accommodating for vacations and to avoid duty hour violations). Preoperative H&Ps must be completed within 24 hours of the visit.

Delinquent Duluth Family Medicine Clinic Documentation

Residents are expected to complete records on time. Residents will be notified if they have incomplete clinic records overdue.

- Incomplete records greater than 6 days: An email is sent to the resident and advisor (or designee) notifying of the delinquent records. The advisor contacts the resident to discuss an action plan to complete records. Residents have 24 hours to complete overdue documentation.
- Incomplete records greater than 6 days: The resident will be scheduled to meet with the Program Director (or designee) to complete the delinquent records.
- If there are subsequent occurrences, the resident will have further consequences which may include: presentation of the resident to the Residency Academic & Professionalism Committee (RAPC), University of Minnesota Scholastic Standing Committee, required remediation, and/or other intervention to be determined by the Program Director.

Epic In-Basket Responsibilities

- The Epic in-basket is used by clinic staff to communicate about clinic patient medical needs and questions. It is expected that residents are checking their Epic in-basket at least once a day, even when not in clinic.
- RNs/Triage Messages: When a resident is in clinic, in-basket messages from RNs/Triage must be addressed within 4 hours from the time the message is entered.
- Rx Requests: Refill requests should be addressed (approved or refused) within 24 hours. It is recommended that you prioritize the view of your in-basket so Rx Requests is at the top.

- Results, Patient Call Back, Patient Call, Media Manager, Transcription: tasks in these folders should be completed, or a note made that it is in process, within 72 hours.
- If the resident is unavailable for greater than 3 days, a resident must attach his/her Epic in-basket to a resident team member who will be responsible for addressing patient care issues in the resident's absence.

Other Medical Records

Duluth Family Medicine Residents will comply with the documentation requirements of all other sites they practice including, but not limited to, nursing homes, clinics and hospitals.

SAFETY/SECURITY

Duluth Family Medicine Clinic

There is a push button call system in each exam room, laboratory, and registration in case of an emergency and/or concern for safety. There is a team that will respond to issues of security within the clinic. Panic buttons are installed throughout the clinic. Essentia Health St. Mary's Medical Center Security Office provides security and after-hours escort services for the Duluth Family Medicine Clinic.

Essentia Health St. Mary's Medical Center and St. Luke's Hospital

Safety and security services are available through the security department at both Essentia Health St. Mary's Medical Center and St. Luke's Hospital. Escort services are available from all sites on campus, including off-site parking.

Inclement Weather

All residents will assume the Duluth Family Medicine Clinic and scheduled preceptor offices are open during inclement weather unless otherwise notified. Do not rely on the media. If weather is severe enough to warrant closure of the clinic, a specific announcement will be made through paging and email to residents scheduled in clinic that day. Residents are required to call their preceptor offices to inquire as to closure.

In the event of inclement weather, the program must maintain adequate staffing to provide quality in-patient care, even if the Duluth Family Medicine Clinic has announced an official closing. Residents who are assigned to in-house assignments are expected to fulfill their responsibilities. In the event inclement weather makes travel unsafe, residents are required to notify the faculty on call or Chief Resident to discuss reallocation of responsibilities and patient care duties.

MOONLIGHTING

See details at: [Department-Level Policy: Moonlighting](#)

See also Institution-level policy here: [ACGME institution policies and procedures](#)-Moonlighting

SUPERVISION

See details at: [Institution-Level Policy: ACGME institutional policies & procedures](#)-Supervision Policy

All patient care must be supervised by qualified faculty. The Program Director will ensure adequate supervision of residents at all times. Each resident must know the limits of his/her scope of authority, and the circumstances under which he/she is permitted to act with conditional independence.

- Residents will be provided with rapid, reliable systems for communicating with supervising faculty.
- Residents must be supervised by teaching staff in a way that allows the resident to assume progressively increasing responsibility according to their level of education, ability and experience.
- The Program Director, with the assistance of teaching faculty, will determine the level of responsibility given to each resident as they progress through the program.

Definitions

Direct Supervision: The supervising physician is physically present with the resident and patient.

Indirect Supervision:

- With direct supervision immediately available: The supervising physician is physically within the hospital or other site of patient care and is immediately available to provide direct supervision.
- With direct supervision available: The supervising physician is not physically present within the hospital or other site of patient care, but is immediately available by means of technology, and is available to provide direct supervision.
- Oversight: The supervising physician is available to provide review of procedures/encounters with feedback provided after care is delivered.

Supervision for PGY-1 Residents

PGY-1 residents require direct supervision, or indirect with direct supervision immediately available. PGY-1 residents should not provide procedures or make therapeutic decisions without the supervision of a faculty member, attending, and/or upper level resident. The program director and/or faculty will review each PGY-1 resident individually to identify when a resident has demonstrated they have achieved the competencies to progress from direct supervision, to indirect supervision with direct supervision available.

Patient Visits at Duluth Family Medicine Clinic

The following rules are followed to ensure compliance with CMS regulations and Program Guidelines:

Medicare Patients:

- Residents must precept all Medicare patient encounters prior to the patient's departure from clinic. Preceptors are required to see the patient, perform and document critical or key portions of the exam.

Non-Medicare Patients:

- PGY1 residents are required to precept all patient encounters.
- PGY2 residents are required to precept approximately 60% of their patient encounters.
- PGY3 residents are required to precept approximately 40% of their patient encounters.

GRADED RESPONSIBILITY

The program director, faculty, and rotation preceptors provide resident physicians with direct experience in progressive responsibility for patient management through one on one precepting and quarterly scholastic standing counseling. Residents are evaluated based on accomplishment of rotation objectives and demonstration of attainment of competencies of patient management in inpatient and outpatient care delivery.

MONITORING OF RESIDENT WELL-BEING

See details at: [Department-Level Policy: Monitoring Resident Well-Being](#)

Resident well-being and stress levels are actively monitored by the program director, faculty, fellow residents and staff. Work hours and moonlighting activities are kept in compliance with the ACGME institutional standard for resident duty hours. These are monitored monthly.

Stress is a normal part of the work-life of a resident physician. Incoming residents are required to complete online education on "Sleep Deprivation and Fatigue," and "Alcohol and Drug Misuse," as a component of the University of Minnesota's GME Orientation Compliance. Topics regarding the impaired physician, stress management, sleep deprivation, napping strategies, fatigue management and mitigation are included in the Core Family Medicine Conference series. First-year residents are required to attend the monthly PGY-1 Support Group July through December. This is a structured support session presented by behavioral medicine faculty. First-year residents have the option of holding support meetings January through June, with or without structure. Second and Third-year residents have optional support groups, as determined by the class. The residents get together daily for didactics, and have the option of holding Resident Only Forums.

Residents who are too fatigued or stressed to provide safe patient care must contact the chief resident or faculty on call. Both hospitals provide a secure environment for residents to rest. If a resident is too fatigued to provide his/herself with safe transport home, residents will be reimbursed by the program for cab expense for safe transport. See Fatigue Management & Mitigation Policy in New Innovations.

Resources

The University of Minnesota provides the Resident Assistance Program (RAP) for residents and their immediate family members who need help in dealing with resident-related concerns. RAP provides short-term counseling for help with program-related stressors, relationship concerns, financial worries, and mental health/chemical use issues. There is no charge associated to residents for this confidential service. Link to RAP website: <http://www.gme.umn.edu/residents/rap/>. Links to additional University resources: <http://www.gme.umn.edu/residents/wellness/home.html>

The Essentia Institute of Rural Health provides an Employee Assistance Program (EAP) through HealthPartners to residents. The EAP is a free and confidential resource that is staffed 24 hours a day, 7 days a week. They can provide information and support on a variety of issues such as financial concerns, grief and loss, personal legal concerns, relationship issues, work-related stress, emotional distress, etc.

Essentia Health Saba: My Well-Being. Check out these opportunities to learn with others! Ongoing course offerings will encourage you to reflect on and enhance your personal and team well-being. The Source.

ACLS/BLS/PALS CERTIFICATION REQUIREMENTS

Residents attend BLS and ACLS training during orientation in late June. Administration arranges for recertification in BLS and ACLS during their PGY-2.

See details at: [Department-Level Policy: Life Support Certification Reimbursement](#)

PROCEDURE DOCUMENTATION

Procedure tracking is a program requirement and a great benefit to residents as they begin to apply for hospital privileges. All procedures are documented in New Innovations in the Procedure Logger module. Residents will receive training on Procedure Logger during orientation and as needed

USMLE AND COMLEX EXAMS

See details at: [Department-Level Policy: USMLE & COMLEX Exams](#)

RESIDENCY LICENSURE APPLICATION

See details at: [Department-Level Policy: Residency Licensure Application](#)

DEA CERTIFICATE

See details at: [Department-Level Policy: DEA Certificate](#)

RESIDENT REGISTRATION POLICY

See details at: [Department-Level Policy: Resident Registration Policy](#)

RESIDENT SELECTION

See details at: [Department-Level Policy: Resident Selection](#)

IN-TRAINING EXAMINATION

See details at: [Department-Level Policy: In-Training Examination](#)

WEB LINKS TO ADDITIONAL RESOURCES

- See details at: [Department-Level Policy: Web Links to Additional Resources](#)
- [Duluth Family Medicine Residency Program](#)

SECTION 6: ADMINISTRATION

See details at: [Department-Level Policy: Administration](#)

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