

NOTE FROM DEAN PADMORE

Last week in my message, I addressed our approach on issues of diversity and inclusion, and the specific action steps we are taking within our academic community to begin to change racial injustice and health disparities. Since then, several of you have reached out to me to discuss concerns you have regarding personal interactions and experiences in the academic setting. These concerns have come to me by email, phone call, and through our online GME feedback portal.

I want you to know how much I appreciate your courage and willingness to bring these issues forward to me. I also want you to know that we take each issue very seriously and each will be fully vetted until a resolution is reached. In an effort to have full transparency, I wanted to use my message this week to explain exactly what happens when a complaint or concern is brought forward.

Concerns regarding racial or other forms of mistreatment can be brought directly to me, your program director, chair, or anyone in the GME office. Human Resources is another option for trainees as well. Concerns can be communicated either verbally or in writing. This allows the individual to choose the option that is most comfortable for him or her.

After a concern or complaint is brought forward, an **inquiry** typically follows. This means we gather as much information as possible from the individual raising the issue, including a list of other individuals whom we may speak with to learn even more information. Once this information is gathered, then the accused person(s) would be notified of the complaint, asked to respond, and to share their side of the story. Based on what the accused says, this will determine how the inquiry proceeds. For example, if the individual admits to what they are accused of, then further inquiry may not be necessary. However, if they deny the allegation or tell a different story, then a more robust inquiry is required to gain more information. The purpose of an inquiry is to obtain enough information to draw a fair conclusion.

Anyone bringing forward a concern or complaint is 100% **protected from retaliation**. If at all possible, their identity is not disclosed. However, in some situations, due to the nature of the issue or interaction, it cannot be avoided. We will talk with the individual bringing a concern forward based on the facts and let them know if we believe their name is likely to become known. The bottom line is that regardless of whether you are identified in the course of our inquiry, **MedStar Health will not tolerate retaliation, in any way or form.**

As part of my commitment to begin to have productive dialogue regarding racial reconciliation, I want to reinforce the processes we have in place for you to bring issues forward should you need to. We will take each issue seriously, respond in a timely manner, and commit to an appropriate inquiry and resolution. Please feel free to reach out to me if you have any questions, or if you have anything on your mind.

Together we can make a difference. **OneMedStar. OneGME. OneTeam.**



*VP Academic Affairs, MedStar Health
Sr. Associate Dean for Medical Education, Georgetown University
Medical Center*

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Today's COVID-19 Statistics:

MedStar Health
Inpatient statistics, June 25, 2020



RESIDENT SHOUTOUT

Michel Terzibachi MD, Internal Medicine, Baltimore

Dr. Michel Terzibachi was recommended for this week's SHOUT OUT by his advisor, Dr. Ruchi Prasad.

"I wanted to let you know what a fantastic job Michel Terzibachi has done with one of his clinic patients. He has a very good rapport with one of his patients who is complex and difficult; the patient was admitted recently and Michel has been following his hospital course. This morning, Michel checked and noted that the patient had left AMA late yesterday evening. He was scheduled for a cath this morning. Michel immediately called the patient and convinced him of importance and organized to get him back to the ED immediately and the patient did not lose his catheterization spot for today.

This required lots of coordination and careful discussion with his patient in addition to keeping up with his clinic patients scheduled for today. He did this all without me knowing and only informed me once it was all set up. I'm incredibly impressed and proud of Michel and I know that not everyone would take the extra mile. I'm so lucky to work with such wonderful examples of caring, kind and exceptional physicians."

Congratulations, Michel! You truly exemplify MedStar's SPIRIT values!

Work. Learn. Grow. Together.

PLEASE NOMINATE A RESIDENT OR FELLOW FOR A SHOUT OUT!

IMPORTANT UPDATES:

- **Work Travel Restrictions and Personal Travel Guidance** was updated today and is available [here](#).
 - All international and domestic work-related travel continues to be temporarily restricted.
 - Personal domestic travel must be approached with vigilance and minimized risk by adhering to safety precautions.
 - Personal international travel is discouraged, given the possibility of sudden changes in commercial airline and border accessibility amid the ongoing global pandemic.
- **New Fellow Onboarding & Orientation:**
 - New fellows will begin work on July 1, July 6, or July 24 (depending on specialty)
 - Mandatory fellow orientation will be held the morning of July 24 (8am to noon)
 - Benefits sessions will be held on July 6 and July 27 via zoom
 - For questions or more information, please contact [Jennifer Remington](#)
- **CME OPPORTUNITY: LEARNING FROM TEACHING**
 - The Learning from Teaching activity provides recognition that a physician has engaged in his/her own professional development to increase knowledge/skills related to best practice for teaching medical students from Georgetown University School of Medicine and/or MedStar Health residents and fellows.
 - If you were involved in teaching/mentoring from July 1, 2019-June 30, 2020 you are eligible to claim up to 20 *AMA PRA Category 1 Credits™*. Last day of submission is June 30, 2020.
 - Click [HERE](#) to learn more!

UPDATES FROM THIS WEEK:

- Dr. Evans' "COVID-19 NOW – What You Need to Know" message, highlighting updates on clinical care practices, policies, and operations was last updated on **June17**. Be sure to read this for important updates. It includes important updates on:
 - Pre-Operative COVID-19 Testing Locations
 - Temporary Patient Visitor Restrictions
 - Discontinuation of Isolation Precautions
 - Ending use of contact precautions for MRSA, VRE
- Access COVID-19 resources outside of the MedStar network on [MedStarHealth.org/COVID19Resources](https://www.MedStarHealth.org/COVID19Resources)
- Send any COVID questions to COVID19@MedStar.net

REMINDERS AND RESOURCES:

- Our new website, www.MedStarGME.net is active and contains information for residents and fellows including COVID-19 updates, Town Hall documents, Shout-outs, Wellbeing resources, and links to many other resources such as the Dahlgren Medical Library. Click on the "resources" tab!
- **WELLBEING RESOURCES** are available to you! Be sure to check the website for important links to resources and other information.

We're all in this. Together.

Jamie

S. Padmore, DM

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