

### **3.C.1.**

#### **Critical Incident Policy**

Critical incidents occur during training and may result in investigations which involve residents/fellows. When they do, investigating individuals or groups will be strongly encouraged to notify the Program Director or designee (e.g., Site Director) of the resident/fellow's training program before contacting a resident directly.

During the course of an investigation of a critical incident, residents/fellows should follow the protocol outlined below:

If a resident/fellow is contacted directly by an attorney, the Connecticut Department of Health, or other investigating entity in the course of an investigation of a critical incident, the resident/fellow should decline to discuss the matter until he/she can contact his/her Program Director or Site Director.

If the resident or fellow is contacted directly by the Hospital Risk Manager, he/she will be directed to contact his/her Program and/or Site Director, who will then schedule a meeting with the Risk Manager and resident/fellow.

The Program Director will inform the institution's Assistant Dean for Education of the investigation. If the site has no Assistant Dean for Education, the Medical Director for the site and relevant Department Chair will be contacted.

The Program Director or designee and Risk Manager will discuss with the resident/fellow the nature of the investigation and what is expected from the resident/fellow regarding the investigation

The Program Director or designee and Risk Manager will assist the resident/fellow in determining whether the resident/fellow may benefit from a separate advocate throughout the investigation.

If the Program Director and/or the designated authorities at the involved institutional site determine on an ad hoc basis that the resident/fellow should have a separate, qualified advocate, legal services will be provided by the institutional site involved. When not applicable, e.g. when training is in a non-affiliated private practice, and with the concurrence of both the UCHC Executive Director of Risk Management and the UCHC-based Assistant Attorney General, legal services will be provided by the University of Connecticut School of Medicine.

All parties, including the resident, may contact the University of Connecticut Graduate Medical Education official (679-2147) with additional concerns.

Approved  
3/2008