



# **Dartmouth-Hitchcock Postgraduate Advanced Practice Provider Residency and Fellowship Program Handbook**

***2021-2022 Trainee Handbook & Program Catalog***  
**First Edition**

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# D-H Postgraduate Advanced Practice Provider Residency and Fellowship Program Handbook

## Mission Statement

### **Postgraduate APP Program Mission Statement:**

*The mission of Postgraduate APP Residency and Fellowship Programs, is to provide didactic and clinical curriculums to provide trainees with a solid foundation in the diagnosis and management of patients. The goal of the program is to help trainees grow and develop the surgical, medical and critical thinking skills required to build successful careers in their chosen field.*

## Admissions and Logistics

### **Equal Opportunity / Non-Discrimination**

The Dartmouth-Hitchcock (D-H) Postgraduate APP Residency and Fellowship Program is committed to providing a safe and collegial work environment in which all individuals are treated with mutual respect and dignity and that is free from discrimination, harassment, and retaliation and complies with D-H's Equal Employment Opportunity and Non-Discrimination Policy (Policy ID: 962) during admissions. If an applicant with a disability (mental or physical) needs reasonable accommodations for any part of the application process, please contact the Dartmouth-Hitchcock Human Resources at 603-653-3229.

### **Admission Requirements**

Please refer to the program of interest for details about the application and admission process.

<https://med.dartmouth-hitchcock.org/pa-residency.html>

All APP trainees must comply with D-H's current Employment Requirements Policy - Employees, Covered Individuals, Job Applicants which includes pre-employment screening activities such as criminal background check, health assessment and drug test (Policy ID: 453), Substance Abuse and Drug-Free Workplace Policy (Policy ID: 476), and the Fitness for Duty Policy (Policy ID: 511).

### **Schedule**

#### **Program Dates:**

Please refer to the program of interest for specific program dates.

<https://med.dartmouth-hitchcock.org/pa-residency.html>

## Identification and Replacement Badges

NH State Law requires health-care providers and others who come into direct contact with patients must wear identification that includes name, licensure status and staff position. All trainees are required to have their photo ID card in their possession at all times while on the premises. The photo ID badge shall be worn during all working hours.

- If a trainee loses, misplaces or damages their identification badge, it must be replaced as soon as possible.
- The trainee must report this loss or damage to their Instructor, Clinical Coordinator or Program Director immediately.
- The trainee will then put a request in to receive a replacement badge from DHSM Safety and Security.
- APP Trainees are identified as PA-Resident/Fellow or APRN Resident/Fellow on their badge. APP Residents/Fellows have been instructed to identify themselves as APP Residents/Fellows when interacting with staff, patients, and employees.

## Dismissal/Termination

Dartmouth-Hitchcock may terminate your employment and participation in the Program at any time for cause, effective immediately upon written notification from D-H. Cause shall include, without limitation:

- conduct by you that, in DHC's sole discretion, is dishonest, unethical, disruptive, disloyal, illegal, or likely to diminish the reputation of Dartmouth-Hitchcock in the community
- your material violation of the terms set forth in your employment agreement, failure to perform your obligations as set in your employment agreement, or failure to comply with the policies and procedures set forth above, or with the Professional Staff Bylaws, or our Code of Ethical Conduct (including, without limitation, failure to obtain and maintain a New Hampshire license to practice as a PA and MHMH Professional Staff appointment)
- failure to meet the academic standards and curricular requirements of the Program
- and D-H's good faith determination that you are not providing adequate patient care so that the health, safety or welfare of patients is jeopardized by continuing your employment.

Upon termination of your employment with D-H, you will resign from the Professional Staff of Mary Hitchcock Memorial Hospital and relinquish any associated clinical privileges. In the event of recommendation of termination of your employment for cause based on your professional conduct and/or the appropriateness or quality of professional services provided by you, you will be afforded due process consistent with the D-H due process policy and procedures.

## Withdrawal

In the event that you decide to leave our employ before the conclusion of the one year Postgraduate Physician Assistant Resident/APRN Resident Program, we require that you give us a minimum of one (1) month notice, and we will provide the same one (1) month notice to you in the event of termination of your employment by D-H and participation in the Program without cause.

## Postgraduate APP Trainee Professional Conduct, Health and Safety, and Policies

### Substance Abuse Policy

Trainees must comply with D-H's current Substance Abuse and Drug-Free Workplace Policy (Policy ID: 476), and the Fitness for Duty Policy (Policy ID: 511).

### Non-Discrimination and Anti-Harassment Policy

Trainees must comply with D-H's current Non-Discrimination and Anti-Harassment Workplace Policy (Policy ID: 457).

### Trainee Professional Conduct Policy

- Trainees should adhere to all D-H Policies and Procedures and applicable program-specific Policies and Procedures.
- Trainees must conduct themselves in a professional manner at all times. Disrespectful or disruptive behavior will not be tolerated.
- Possession of drugs, alcohol, or weapons or any theft of property is grounds for dismissal.
- Information of a confidential nature learned in the courses of training is to remain confidential. Any failure to protect Patient Health Information is grounds for dismissal.
- Trainees should demonstrate responsibility and accountability in all aspects of the educational and clinical process.
- Trainees should demonstrate appropriate communication, interactions and behavior toward other trainees, faculty, and clinical staff.
- Trainees are not allowed to bring visitors to class or the clinical sites. This includes relatives, friends, acquaintances, and pets.
- Disruptive behavior such as inter-classmate chatting, the discussion of other classmate's grades or the abilities of another classmate could also result in a Behavior Warning.
- Demonstrate academic integrity.
- Plagiarism of any type is not tolerated and could lead to disciplinary measures up to and including dismissal.

### Duty Hour Policy

#### I. Purpose of Policy

This policy delineates the clinical experience and education work hour limitations for APP Trainees training in postgraduate APP residency and fellowship programs at Dartmouth-Hitchcock (D-H).

#### II. Policy Scope

This policy applies to all Trainees, Program Directors, Program Coordinators and Faculty Members involved in postgraduate APP training programs at D-H.

### III. Definitions

**Trainee:** Any Advanced Practice Provider in a D-H postgraduate APP residency/fellowship program including residents and fellows.

**Clinical Experience & Education Work Hours:** All clinical and academic activities related to the program.

### IV. Policy Statement

**A. Clinical Experience and Education Work Hours:** All residency and fellowship programs will adhere to the following work hour requirements as defined below.

#### 1. Clinical and Educational Work Activities:

Trainees must report the following work activities:

##### **Patient care:**

- Inpatient and outpatient care occurring at the hospital
- Administrative duties related to patient care occurring at D-H
- Electronic Medical Record (EMR) note writing, preparation of discharge summaries, phone calls related to patient care, at the hospital
- The provision for transfer of patient care / sign-outs
- Time spent in-house during call activities

##### **Education/Academic:**

- Scheduled academic activities such as conferences or unique educational events
- Research
- Time spent at regional/national conferences/meetings when attendance at the meeting is required by the program, or when the Trainee is acting as a representative of the program (i.e. presenting a paper or poster). Only actual meeting time counts towards work hours.
- Hours spent on activities that are required by the accreditation standards, such as membership on a hospital committee, or that are accepted practice in residency programs, such as Trainees' participation in interviewing APP candidates.

##### **The following activities are excluded from work hour reporting:**

- Academic preparation time, such as time spent preparing for presentations or journal club, board review, or other reading and study time.
- Travel and non-conference time when at a regional/national conference/meeting.

#### 2. Maximum Hours of Clinical and Educational Work per Week:

- Clinical and educational work must be limited to no more than 80 hours per week, averaged over 28 days or the length of the rotation block, whichever is shorter.

- Rotations shorter than 28 days must be fully compliant with the 80-hour and one-day-off-in-seven rules. Averaging shorter blocks of high intensity and low intensity rotations is not allowed.
- When vacation is taken during a block, the remainder of the block must be compliant with all clinical and educational work hour rules.

### **3. Mandatory Time Free of Clinical Work and Education:**

- The program must design an effective program structure that is configured to provide Trainees with educational opportunities as well as reasonable opportunities for rest and personal well-being.
- Trainee should have eight hours off between scheduled clinical work and education periods.
- Trainees may choose to stay to care for patients or return to the hospital with fewer than eight hours free of clinical experience and education. This must occur within the context of the 80-hour and the one-day-off-in-seven requirements.
- Trainees must be scheduled for a minimum of one day in seven free of clinical work and required education (when averaged over four weeks).

### **4. Maximum Clinical Work and Education Period Length:**

- Clinical and educational work periods for Trainees must not exceed 24 hours of continuous scheduled clinical assignments.
- Up to four hours of additional time may be used for activities related to patient safety, such as providing effective transitions of care, and/or Trainee education.
- Additional patient care responsibilities must not be assigned to a Trainee during this time.

### **5. Clinical and Educational Work Hour Exceptions:**

- In rare circumstances, after handing off other responsibilities, a Trainee, on the Trainee's initiative, may elect to remain or return to the clinical site in the following circumstances:
- To continue to provide care to a single severely ill or unstable patient
- To provide humanistic attention to the needs of a patient or family, or;
- To attend unique educational events.
- These additional hours of care or education will be counted toward the 80-hour weekly limit.

### **6. In-House Night Float:** Night float must occur within the context of the 80-hour and one-day-off-in-seven requirements.

### **7. In-House Call:** Trainee must not be scheduled for in-house call more frequently than every third night (when averaged over a four-week period).

## Moonlighting Policy

Moonlighting in other departments/sections is discouraged and will need to be reviewed and approved by Program and Medical Director. Moonlighting within your program department or section is prohibited.

## Reduction in Size or Program Closure Policy

Program Closure and Reduction Policy

### I. Purpose of Policy

This policy delineates the responsibilities of leadership when the closure of the Accreditation Review Commission on Education for the Physician Assistant, Inc.-accredited Sponsoring Institution at Dartmouth-Hitchcock (D-H), or one of its training programs, is necessary, or should one of its programs be required to reduce its complement.

### II. Policy Scope

This policy applies to all ARC-PA-accredited residency and fellowship programs at Dartmouth-Hitchcock (D-H).

### III. Definitions

**Trainee:** Any Advanced Practice Provider in a D-H postgraduate APP residency/fellowship program including residents and fellows.

**Sponsoring Institution (SI):** The organization (or entity) that assumes the ultimate financial and academic responsibility for the postgraduate APP programs. The sponsoring institution has the primary purpose of providing educational programs and/or health care services. The Sponsoring Institution at D-H is Mary Hitchcock Memorial Hospital (MHMH).

### IV. Policy Statement

1. The senior leadership of the Sponsoring Institution in conjunction with Medical Director and Program Director, will make appropriate efforts to avoid the closure of postgraduate APP – accredited programs.
2. The Sponsoring Institution must inform the affected Trainees as soon as possible when it intends to reduce the size of or close one or more programs, or when the Sponsoring Institution itself intends to close.
3. In the event a decision is made that a training program must decrease in size:
  - The appropriate Medical Director and Program Director will inform the trainees as soon as possible following the decision.
  - The Program Director will be responsible for monitoring the complement reduction process.
  - Plans to reduce the complement of Trainees in the program will be made, where reasonable, by first reducing the number of positions available to incoming Trainees.



- If the reduction needs to include Trainees currently in the training program, the Medical Director and Program Director must assist affected Trainees in enrolling in an ARC-PA-accredited program(s) in which training can continue.
4. In the event a decision is made that a training program must close:
- The appropriate Medical Director and Program Director will inform the Trainees as soon as possible following the decision.
  - The Program Director and Clinical Coordinators will be responsible for monitoring the complement reduction process.
  - The SI will preferentially structure a closure, when reasonable, that allows enrolled Trainees to complete the program.
  - In the event a program must be closed before one or more Trainees are able to complete their training, the Medical Director and Program Director must assist Trainee(s) to assist in enrolling in an ARC-PA-accredited program(s) in which training can continue.

## Grievance Policy

### I. Purpose of Policy

The purpose of this policy is to set forth a fair, reasonable and readily accessible policy for Trainees in Postgraduate APP training programs to resolve concerns and grievances (referred to herein as concerns).

### II. Policy Scope

This policy applies to all Postgraduate APP residency and fellowship programs at Dartmouth-Hitchcock (D-H).

### III. Definitions

**Trainee:** Any Advanced Practice Provider in a D-H postgraduate APP residency/fellowship program including residents and fellows.

### IV. Policy Statement

- All postgraduate APP programs at D-H will promote fair, reasonable, efficient and equitable resolution of concerns that may arise in the course of APP residency or fellowship training. D-H prohibits retaliation against any individual who, in good faith, reports a concern or participates in the review or resolution of a concern under this policy.
- This policy and procedure does not apply to complaints by a trainee related to sexual harassment, including sexual misconduct or violence. Any trainee who believes that he or she has been subjected to sexual harassment is urged to immediately contact the Director of Operations for GME (603-650-5749), the Director of Employee Relations (603-653-1570), or the D-H Compliance Helpline (888-422-2084) and to follow Institutional policies addressing such concerns.

- This policy and procedure also does not apply to complaints by a trainee related to discrimination based on any status protected by law including race, color, national origin, religion, age, veteran status, citizenship status, disability, sexual orientation, gender identity, or marital status. Trainee complaints about discrimination may be reported to the Director of Operations for GME (603-650- 5749), the Director of Employee Relations (603-653-1570), or the D-H Compliance Helpline (888- 422-2084) and to follow Institutional policies addressing such concerns.

## V. Procedure for Bringing Concerns

- A. A concern may be brought regarding any matter affecting the terms and conditions of an APP Trainee's training period. As noted above, claims or concerns about harassment or discrimination will be handled through a separate institutional policy and procedure. Employee Relations is available to Trainee for consultation and support throughout this process.
  - **Trainee may pursue concerns as follows:**
    - a. The trainee should first attempt to resolve the concern informally by consulting with Program Director, appropriate faculty, Clinical Coordinator, or the Medical Director.
    - b. If the trainee is unable to resolve the concern informally, he or she may submit the concern in writing to the Medical Director with copy to the Department Chair. The concern should include a description of the concern and the desired resolution. The Medical Director (or his/her designee) will meet with the Trainee at a mutually agreeable time within seven (7) business days (Monday-Friday) of the receipt of the concern, and thereafter within a reasonable amount of time allowing the Medical Director sufficient time to fully review and consider the matter will issue a written decision to the Trainee regarding the concern, and provide a copy to the Department Chair and the Program Director.
    - c. If the Trainee does not believe the concern has been satisfactorily resolved, the Trainee may submit the concern in writing to the Department Chair within five (5) business days of receipt of the Department Chair's decision. The Department Chair (or his/her designee) will meet with the Trainee at a mutually agreeable time within seven (7) business days of receipt of the concern, and within a reasonable amount of time allowing the Department Chair sufficient time to fully review and consider the matter will thereafter issue a written decision to the Trainee regarding the concern, and provide a copy to the Program Director and the Medical Director. The decision of the Department Chair is final.
    - d. Trainees also have the option of utilizing the D-H Compliance Helpline (888-422-2084), a confidential phone hotline available 24/7, to report issues of concern anonymously. All reports are treated in a confidential fashion and are routed to the institutional compliance officer.
  - If at any time the Medical Director or the Department Chair determines that a concern raises or may raise a compliance concern, the Medical Director or Chair shall refer the

matter to the Office of General Counsel and/or the Compliance and Audit Services Department for further review and resolution. In this event, the trainee, Program Director, and Director or Chair (as applicable) shall be so informed.

- Notice of concern may be served upon the Department Chair or the Medical Director via electronic mail. Written decision may likewise be supplied to the trainee via electronic mail.
- Copies of all concerns, review requests and decisions mentioned above will be maintained by the Program Office.

## Postgraduate APP Program Standards

### Program Expectations

- Meets standards/competencies for program completion
- Participates fully in lecture, laboratory, learning activities, and clinical experiences
- Maintains personal appearance and hygiene
- Complies with dress code
- Demonstrates effective written and oral communications
- Displays socially appropriate behaviors
- Demonstrates problem solving skills
- Follows all D-H procedures and policies
- Maintains patient/client confidentiality
- Follows the proper chain of command to resolve problems
- Meets technical standards (determination is made on an individual basis as to whether or not necessary accommodations or modifications can be made reasonably while assuring patient safety)

### Program Costs

#### TUITION

APP Trainees are hired as employees and will not incur any tuition fees.

#### ESTIMATED COSTS

The estimated out of pocket cost is approximately \$1003 which includes a NH PA license and DEA licensure. DEA Licensure (approx. cost \$888) and the NH Physician Assistant (\$115, renewal \$65) is a departmental cost and trainees are eligible for reimbursement through their department.

### Remuneration and Benefits

Trainees will be paid a competitive stipend of \$70,000 over the 12 months of the program, and are eligible for full, comprehensive benefits provided by Dartmouth-Hitchcock.

## Training Duties and Weekly Time Expectations

Defined training duties and weekly time expectations will be up to the discretion of each APP postgraduate training program. Trainee weekly schedules will be published 1 week prior via email to the trainee describing their hours, expectations, etc.

## Expected Professional & Technical Standards of the APP Postgraduate Trainee

D-H is committed to providing APP trainees with an educational environment that allows an APP trainee to demonstrate to the satisfaction and understanding of the faculty, the following attributes and objectives as set forth by the APP Postgraduate Training Programs.

All candidates for the APP Postgraduate Residency/Fellowship program must meet the criteria necessary to successfully complete the program. To achieve the optimal educational experience and to maintain patient safety, trainees are required to participate in all phases of the training program. The study of medicine and its specialties and subspecialties is not a pure intellectual exercise. Rather a specific minimum set of observation, communication, motor, intellectual/conceptual, integrative and quantitative abilities, behavioral and social attributes and ethical and legal standards are needed to be a successful APP trainee. To be successful, one must progress with increasing independence throughout the program and by the time of program completion must be capable of competent practice as an Advanced Practice Provider. Essential abilities and characteristics required for the completion of the training program consist of certain minimum physical and cognitive abilities and sufficient mental and emotional stability to complete the entire training program. Trainees must possess all of the requirements defined as technical standards listed in the six categories below. Although these standards serve to delineate the necessary physical and mental abilities of all candidates, they are not intended to deter any candidate for whom reasonable accommodation will allow the fulfillment of the complete training program.

### Technical Standards

#### Observation:

- Observe materials presented in the learning environment including, but not limited to, audiovisual presentations, written documents, tissues and gross organs in the normal and pathologic state and diagnostic images.
- Accurately and completely observe patients both at a distance and directly and assess findings.
- Obtain a medical history and perform a complete physical examination in order to integrate findings based on these observations and to develop an appropriate diagnostic and treatment plan.

#### Communication:

- Communicate effectively, efficiently, accurately, respectfully and sensitively with patients, their families and members of the health care team.
- Perceive non-verbal communications, including facial expression, body language and affect.
- Respond appropriately to emotions communicated verbally and none verbally.

- Synthesize accurately and quickly large volumes of medical information from different types of written forms and formats, electronic medical records, both typed and hand written, that constitutes medical history.
- Record information accurately and clearly and communicate effectively with other health care professionals in a variety of patient settings including a variety of hand written and computerized record systems.

#### Motor Function:

- Elicit information from patients and perform physical examinations and diagnostic maneuvers, at a minimum via palpitation, auscultation, and percussion.
- Carry out diagnostic maneuvers required (e.g. positioning patients, coordinating gross and fine motor movements).
- Respond to emergency situations in a timely manner and provide general and emergency care necessitating the coordination of gross and fine motor movements, equilibrium and sensation.
- Adhere to universal precaution measures and meet safety standards applicable to inpatient and outpatient settings and other clinical activities.
- Manipulate equipment and instruments to perform basic laboratory tests and procedures as required to attain residency goals.

#### Intellectual/Conceptual, Integrative, & Quantitative Abilities:

- Perform calculations necessary to solve quantitative problems as required by patient care and testing needs.
- Collect, organize, prioritize, analyze, synthesize and assimilate large amounts of technically detailed and complex information in a timely fashion and with progressive independence. This information will be presented in a variety of educational and clinical settings including lectures, small group discussions and individual clinical settings.
- Analyze, integrate, and apply this information for problem solving and decision-making in an appropriate and timely manner for the clinical situation.
- Comprehend and learn factual knowledge from readings and didactic presentations.
- Apply knowledge and reasoning to solve problems as outlined by the curriculum.
- Recognize, comprehend and draw conclusions about three dimensional spatial relationships and logical, sequential relationships among events.
- Formulate and test hypotheses that enable effective and timely problem solving in diagnosis and treatment of patients in a variety of clinical modalities.
- Develop habits for lifelong learning.

#### Behavioral and Social Attributes:

- Possess and demonstrate the maturity and emotional stability required for full use of intellectual skill, exercise good judgment, and have the ability to complete all responsibilities attendant to the diagnosis and care of patients.
- Develop a mature, sensitive and effective relationship with patients and colleagues.

- Function effectively under stress, and display flexibility and adaptability to changing environments during training and patient care including call.
- Function in the face of uncertainty and ambiguity in rapidly changing circumstances.
- Behave in an ethical and moral manner consistent with professional values and standards.
- Exhibit sufficient interpersonal skills, knowledge, and attitudes to interact positively and sensitively with people from all parts of society, racial and ethnic backgrounds, and belief systems.
- Cooperate with others and work collaboratively as a team member.
- Demonstrate insight into personal strengths and weaknesses.
- Seek the advice of others when appropriate.
- Be punctual, present at all assignments when expected or notify superiors.
- Complete work including documentation and dictations in a timely manner.
- Acknowledge conflicts of interest, mistakes and adverse outcomes and cooperate in their resolution.
- Remain awake and alert for assigned duty periods and teaching activities within duty hours and abide by rules and policies.

#### Ethical and Legal Standards:

- Candidates must meet the legal standards to be licensed to practice as an Advanced Practice Provider in the State of New Hampshire.
- In an effort to provide a safe, healthy, and secure environment for all Dartmouth-Hitchcock (D-H) employees, patients, and visitors, the D-H Fitness for Duty policy (Policy ID: 511) establishes every employee's obligation to report to work fit for duty, and D-H's right to take reasonable measures to ensure every employee is fit for duty.

#### Process

- Program directors recognize their responsibilities to verify that at program completion, trainees are capable of competent practice as an APP. To do so, trainees will have to have demonstrated competencies that include knowledge, attitudes, and skills that equip them to function in a broad variety of clinical situations.

### Faculty Supervision

As an APP trainee in an established D-H postgraduate training program, direct supervision may be overseen by providers who are part of the clinical team where your training is taking place.

In the inpatient setting, it is the ultimate responsibility of the Attending Physician(s) to supervise patient care provided by Learners (Medical Student, Advanced Practice Provider Student or Graduate Medical Trainee).

In the ambulatory setting, the Advanced Practice Provider(s) may supervise Advanced Practice Provider Students independently. Each Professional Staff Member participating in the supervision of Learners shall possess clinical privileges appropriate to the activities of the Learner under their direction.

### **Advanced Placement**

The postgraduate APP residency program is one year in length and does not provide opportunities for advanced placement throughout the program. All trainees follow a set curriculum throughout their program.

### **Required Academic Standards for Progression**

APP trainees will meet certain standards and competencies required on the quarterly evaluation/assessment. Progression is measured on a quarterly basis through an evaluation, and reviewed based on achievement of curricular milestones/competencies with the Medical/Program Director prior to further advancement in the program. Each APP training program will define program specific curricular milestones/competencies which are readily available to the enrolled APP trainee.

### **Credential Award**

Certificate of completion issued by Dartmouth-Hitchcock's Department of Cardiac and Thoracic Surgery. Signed by the Medical Director, Program Director, and participating faculty. Trainees do not receive academic credit for completion of the program.