

House Staff Handbook



Ochsner Clinic Foundation
1401 Jefferson Highway
Academic Center, 1st Floor
New Orleans, LA 70121
www.ochsner.org

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You are now an integral part of the Ochsner Health System medical team!

Adjusting to life as a resident/fellow can seem a bit overwhelming. We recognize the confusion you face and have structured these Graduate Medical Education Institutional Guidelines—The House Staff Handbook—to help. This manual is a guide to expectations, services, and benefits.

Welcome from the Designated Institutional Official

Ochsner training programs utilize over 750 practicing physicians who help to fulfill our mission as an organization to **Serve, Heal, Lead, Educate, and Innovate** in our day-to-day clinical activities. Our house staff are trained in a supportive, positive environment, where learners are always respected for their contributions as a valued member of the healthcare team. These teams focus on the needs of the patient regarding aspects of patient care, education, and research. You will be afforded opportunities to conduct clinical research in an environment where it will be directly translated to patient care. We also cultivate a friendly and collegial atmosphere between faculty, trainees, and other healthcare professionals.



As Designated Institutional Official for Graduate Medical Education, it is my responsibility to ensure that our training programs at Ochsner not only meet but exceed both national and institutional standards thereby providing an outstanding educational experience to our trainees. The staff in the Office of GME is charged with providing quality service to all our applicants, trainees, program directors, and program managers. We hope that you will see the Office of GME as a resource for both internal and external questions regarding your medical education.

The training environment at this institution promotes innovation and excellence at all levels while providing **Healthcare with Peace of Mind** for the patients we are privileged to treat. We thank you for choosing your medical training and career with Ochsner.

Ronald G. Amedee, MD

A handwritten signature in black ink that reads "R. Amedee".

Designated Institutional Official
Graduate Medical Education

The Ochsner Legacy

Ochsner founder and namesake, Dr. Alton Ochsner, a world-renowned surgeon and teacher, was one of the first physicians to draw a connection between cigarette smoking and cancer of the lung. When asked about his accomplishments, Dr. Ochsner commented that participation in graduate medical education was his proudest career achievement and that the many young physicians who trained at Ochsner were his most important contributions to medicine. With comprehensive patient care delivery systems, innovative education and research programs, and a devotion to the needs of each individual patient, Ochsner is confident of its ability to continue the tradition and prepare postgraduate medical residents to meet the challenges of medicine's future.



Founding Fathers of the Ochsner Clinic Foundation

Back row, left to right:

Dr. Francis LeJeune

Dr. Curtis Tyrone

Dr. Alton Ochsner

Front row, left to right:

Dr. Edgar Burns

Dr. Guy Caldwell

Ochsner's Mission and Vision

Mission: We **Serve, Heal, Lead, Educate** and **Innovate**.

Vision: Ochsner will be a global medical and academic leader who will save and change lives. We will shape the future of healthcare through our integrated health system, fueled by the passion and strength of our diversified team of physicians and employees.



Ochsner's Core Values (It's All In Our Hands)

Listed below are Ochsner's core values along with the commitments we make to our patients and each other.

PATIENTS ARE ALWAYS OUR FIRST PRIORITY:

- I will place every patient's safety as my top priority and hold others accountable to do the same.
- I will treat all patients with dignity and respect.
- I will include patients in decisions about their care.
- I will be attentive to our patients' needs and work with others to ensure that they are met.
- I will listen, communicate clearly and answer questions to ensure understanding.

APPROACH EVERY ENCOUNTER WITH COMPASSION:

- I will seek first to understand and will not judge others.
- I will demonstrate empathy and kindness.
- I will show respect through my communication, attention, body language and actions.
- I will look for opportunities to help other.

ALWAYS ACT WITH INTEGRITY:

- I will have the courage to do the right thing.
- I will hold myself and others accountable.
- I will honor my commitments to others.
- I will protect confidential information and the privacy of our patients.

EXCELLENCE IS AN ONGOING JOURNEY:

- I will embrace change and continuously look for ways to improve.
- I will actively support, teach and coach others.
- I will learn from our successes and failures.
- I will commit to lifelong learning and remain current in my field.
- I will promote an environment where the well-being of myself and my colleagues is a priority.

TEAMWORK MAKES US STRONGER:

- I will help build a team with diverse backgrounds and experiences.
- I will seek out different views and respect the opinions of others to foster new understanding.
- I will give timely and production feedback and seek out feedback from others.
- I will be respectful of my colleagues' time.
- I will take responsibility for my role in developing a strong and positive team.

GRADUATE MEDICAL EDUCATION AT OCHSNER

Graduate Medical Education (GME) Administrative Office

The Academic Division of Ochsner provides a centralized administrative office to support all residency programs at Ochsner and is responsible for assuring compliance with both the institutional and common program requirements established by the Accreditation Council for Graduate Medical Education (ACGME).

The administrative office for GME, located in the Academic Center on the 1st Floor, is the agency of primary record and management for all house staff and coordinates all administrative matters relating to the training programs. The administrative office does not focus on developing the clinical skills and professional competencies of physicians in training; those tasks are the responsibilities of each individual accredited program and its program director. Instead, the office has three key responsibilities:

Customer Service: The office is a resource for both internal and external queries about graduate medical education at Ochsner. If you have questions, call or stop by the office. We're here to help.

Administration: We provide oversight and monitoring of program accreditation, of nonimmigrant visas, and of institutional policies affecting graduate medical education programs.

Human Resources: We support recruitment (including Electronic Residency Application Service [ERAS] and National Resident Matching Program [NRMP]), administer payroll, authorize benefits, verify training, and other HR-related functions.

Office hours: 8:30 AM to 5:00 PM Monday through Friday

Location: Academic Center, 1st Floor

Phone: 504.842.3260

Fax: 504.842.3193

Toll free: 800.752.6768

Graduate Medical Education Committee

[Policy GME-8242-020](#)

The Ochsner Graduate Medical Education Committee (GMEC) is responsible for monitoring program performance and compliance with accreditation standards and advising program directors, residents and operations partners. Voting membership on the committee includes residents, program directors, faculty, GME administration and institutional quality. The GMEC conducts meetings monthly unless otherwise identified.

GRADUATE MEDICAL EDUCATION COMMITTEE MEMBERS

Designated Institutional Official (DIO)
Chairman, Graduate Medical Education Committee (GMEC)

Ronald G. Amedee, MD

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| Executive Vice President, Chief Academic Officer | William A. McDade, MD |
| System Vice President, Academics | Shelly Monks |
| Graduate Medical Education Committee Member Vice President, Institute of Medicine, Education and Spirituality | Fr. Anthony de Conciliis, CSC, PhD |
| Graduate Medical Education Committee Member Program Director, General Surgery | George Fuhrman, MD |
| Graduate Medical Education Committee Member Ochsner Health System, Quality & Safety | Sandra Kemmerly, MD |
| Graduate Medical Education Committee Member Associate Program Director, Internal Medicine | James Bragg, MD |
| Graduate Medical Education Committee Member Chairman, Psychiatry | Dean Hickman, MD |
| Graduate Medical Education Committee Member Program Director, Anesthesiology | Robin Stedman, MD |
| Graduate Medical Education Committee Member President, Resident & Fellows Association | Resident Representative |
| Graduate Medical Education Committee Member Resident Representative | Resident Representative |
| Graduate Medical Education Committee Member Assistant Vice President, Graduate Medical Education | William Walker |
| Graduate Medical Education Committee Facilitator Sr. Education Administrator, Graduate Medical Education | Donna Guidroz |

[GME Policies](#)

House staff must comply with all [GME policies](#).

On-Call

On-Call Rooms

On-call quarters are provided for use when covering overnight call or as needed for those who may be too fatigued to safely drive home. On-call rooms are located on the 6th floor of the Brent House (hotel side). Individual rooms are identified for use by program name. Additional sleep rooms are in the Critical Care Tower. Room assignments will be provided by the department/program as needed. If you experience problems or concerns with on-call rooms, contact the GME Office at 504.842.3260.

Note: During emergency preparedness situations (i.e. severe weather event), on-call room assignments do not apply and will be allocated by GME Administration.

On-Call Meal Allowance

Residents scheduled to take in-house call during any given rotation, will be eligible for a meal allowance. On-call meals are provided through direct allocation of funds to resident meal cards on a monthly allocation. Meal service is provided at Southport Café and at Bistro 42.

Meal cards are not to be shared with other house staff or Ochsner employees and must be surrendered to the GME Office at the time of program completion.

Moonlighting

[Policy GME-8242-011](#)

The training programs at the Ochsner Clinic Foundation require the full-time attention of the resident. Moonlighting must not interfere with the ability of the resident to achieve the goals and objectives of the educational program. Accordingly, during training, off-campus medical employment is not allowed. Occasionally, however, an opportunity arises that has a valuable educational benefit. In those instances, and on an individual, case-by-case basis, an off-campus medical employment opportunity may be allowed if it is approved by the Program Director, the Designated Institutional Official (DIO), and the Graduate Medical Education Committee (GMEC). Residents requesting Moonlighting privileges must possess a full unrestricted medical license from the Louisiana State Board of Medical Examiners and have obtained a personal DEA number.

Residents are required to provide a completed Moonlighting application and a copy of personal DEA license to be considered for Moonlighting. Request for approved moonlighting privileges must be submitted to Office of GME per academic year of training. All moonlighting opportunities must be reviewed and approved by the GMEC prior to implementation. The GME Office maintains a list of all current, approved moonlighting opportunities for residents.

Moonlighting must be limited to a maximum of 24 hours per month. On an individual, case-by-case basis, an exception to the 24-hour cap may be made if it is approved by the Program Director, the DIO, and the GMEC.

The Program Director will provide written permission for moonlighting and this document will be made part of the resident's permanent file. Program Directors must comply with the sponsoring institution's written policies and procedures regarding moonlighting. Residents' performance and behavior will be monitored by the individual Program Directors for the possible effects of moonlighting on resident well-being and patient safety.

Time spent by residents moonlighting must follow the ACGME duty hour regulations.

Liability coverage **does not** extend to **non-approved, off-campus medical employment** activities, and participation in these activities could result in the termination of the participating resident's training.

PGY-1 residents are not permitted to moonlight.

J-1 visa holders are restricted from all moonlighting privileges. J-1 exchange visitor physicians sponsored by the Educational Commission for Foreign Medical Graduates (ECFMG) have chosen graduate medical education as their primary objective; they may receive compensation only for activities that are part of the designated training program. Therefore, work outside of the sponsored program—moonlighting—is not permitted.

Away Electives

Application including approval signature of Program Director must be submitted to request elective(s) at outside institutions. The [Away Elective Rotation Application](#) is available on the GME Internet. You are required to return the completed form to the Office of GME no later than 30 days prior to the beginning of your requested elective. An original letter of invitation and letter of acceptance to participate in an elective at the participating institution must accompany all elective forms. Most states will require you to obtain a temporary training license for the duration of the rotation. All expenses associated with this license will be at the expense of the resident/fellow.

Student Loan Deferment/Forbearance

The Office of GME will process student loan deferment/ forbearance certifications. Staff will also send letters verifying training periods to loan companies when required. Provide the Office of GME with the original deferment/forbearance forms, along with mailing information in a timely fashion.

Verification of Training/Credentialing

The Office of GME will provide postgraduate training verification upon request. The request must be received in writing with a signed release from the former trainee. The hospital seal is provided for verifications of completed programs as long as the dates on the form match the information in the GME database.

All requests for postgraduate training verification (including a release signed by physician) should be:

- Mailed to Ochsner Clinic Foundation, Graduate Medical Education – 1401 Jefferson Highway, Academic Center, 1st Floor, New Orleans, LA 70121, or
- Faxed to 504.842.3193.

The Office of GME does not charge for verification of training.

A standard verification form is provided to requesting entity, signed, and returned by the Program Manager(s) or the Office of GME.

- Verifications for academic year **2010 to current** will be completed at the program level by the Program Manager(s). This includes State Board and FCVS verification requests. The completed verification form and the house staff's Summative Evaluation is provided to the requesting entity. If the Summative Evaluation is not available, the Certificate of Completion will be provided with the verification form.
- Verifications for academic year **2009 and earlier** will be completed by the Office of GME. This includes State Board and FCVS verification requests. The completed verification form and the house staff's Summative Evaluation is provided. If the Summative Evaluation is not available, the Certificate of Completion will be provided with the verification form.

Contact the GME Office with any Verification of Training questions at 504.842.3260.

Medical License

Effective January 2, 1992, the [Louisiana State Board of Medical Examiners \(LSBME\)](#) requires that graduates of US medical schools and RCSP-accredited Canadian schools complete one year of accredited postgraduate training in order to obtain full licensure. Individuals wishing to serve their internship or first year of postgraduate training in Louisiana are required to register with the LSBME. They will be issued an intern card that must be presented on or before beginning training at Ochsner.

U.S. Grads: By the end of **24 months** of training, all intern card holders must sit for and pass the **USMLE Step 3**.

Note – specific programs may mandate you sit/pass Step 3 sooner than 24 months. Successful pass of Step 3 is required to be eligible for continued licensure.

International Grads: International medical graduates (regardless of entry level of training) must be eligible for an unrestricted Louisiana medical license or Graduate Education Temporary Permit (GETP) prior to beginning training. GETP holders must pass the **USMLE Step 3** by the end of **24 months** of training or the permit will **NOT** be renewed for a third year. After completing 36 months of training, GETP holders may obtain a permanent license.

To obtain a full unrestricted Louisiana license, the LSBME requires application to the [Federation of State Medical Boards Credentials Verification Service \(FCVS\)](#).

FCVS provides a lifetime repository for verified information related to medical training. Once you complete the application process, it greatly enhances the portability of a medical license in case of evacuation or relocation for other reasons.

The application and credentials verification process with LSBME review and approval may take as long as 6 months, with most of this time spent in gathering primary source documents and running background checks. More time may be required for international graduates. This process is highly dependent on the timeliness of responses from medical schools, training programs, and others—all of which is beyond the board's control.

NOTE: Only the LSBME can advise you regarding licensure requirements. We encourage you to contact the board directly to ensure full licensure compliance and visit [the board's website](#) for current and accurate information. All licenses are renewed annually. Failure to renew in a timely manner is a breach of contract and may lead to dismissal from the program.

IMPORTANT: All new residents **must** present one of the following to begin training at the Ochsner Health System:

- INTERN REGISTRATION CARD (US & Canadian graduates only)
- LOUISIANA MEDICAL LICENSE OR TEMPORARY PERMIT
- GRADUATE EDUCATION TEMPORARY PERMIT

Narcotic License

Residents may use the Ochsner Institutions' Drug Enforcement Administration (DEA) number **only** while training at Ochsner facilities. Personal extensions unique to each resident will be issued during house staff orientation or when training begins. This unique identifier follows the institutional DEA number and is separated by a dash (AO3399424-Txxx).

Obtaining a personal DEA number is required for all residents to moonlight. To obtain a personal DEA license, you are required to apply via the [DEA Office of Diversion Control](#). In the state of Louisiana, application for a personal DEA requires you to first apply for a CDS license at the [Louisiana Department of Pharmacy](#).

Often, residents assigned to affiliate hospitals are required to have a personal DEA number. In these instances, the Office of GME will assist residents obtain personal DEA numbers.

National Provider Identifier for Healthcare Providers

The purpose of the National Provider Identifier (NPI) number is to uniquely identify a healthcare provider in standard transactions such as healthcare claims. As a result of the HIPAA implementation, the Centers for Medicare and Medicare Services require healthcare providers to apply for an NPI.

The NPI is used to submit charges to payers for services as required by HIPAA. NPIs are also used to identify healthcare providers on prescriptions, in internal files to link proprietary provider identification numbers and other information, in coordination of benefits between health plans, in patient medical record systems, in program integrity files, and in other ways. For more information about NPIs, click to the [NPI page at the Center for Medicare and Medicaid Services website](#).

Interns will obtain NPIs prior to GME orientation. To obtain an NPI, interns are required to apply to the [National Plan & Provider Enumeration System](#). All residents/fellows entering training at PGY-2 or above should have obtained an NPI from their previous medical training facility, or they may have obtained this number individually.

LA Medicaid Pharmacy Prior Authorization

Act 395 of the regular session of the 2001 LA Legislature amends R.S.46.153.3 (B)(C) and permits the Department of Health and Hospitals to utilize a prior approval (PA) process for its Medicaid Prescriptions Drug Program. The PA program applies to Medicaid patients who need a “non-preferred drug.” A unique, individual Medicaid number will be issued to each resident during house staff orientation or when training begins. You must use the PA number for the Medicaid program.

Resident Awards

Alton Ochsner Resident Leadership Award

In recognition of Alton Ochsner’s pioneering ideas, enthusiastic support of academics, and prolonged professional stature and abilities, a Resident Leadership Award has been established in his name. All interns, residents, and fellows in Ochsner-sponsored programs are eligible, as well as those in the jointly sponsored programs of Pediatrics and Psychiatry.

Candidates are evaluated based on the following criteria:

- Demonstrated respect, compassion, and integrity in all patient care and daily encounters; a responsiveness to the needs of patients and society that supersedes self-interest; accountability to patients, society and the profession; and a commitment to excellence and ongoing professional development.
- Demonstrated commitment to ethical principles pertaining to the provision of clinical care.
- Demonstrated effective working relationship with others.
- Demonstrated mentorship of students and other healthcare professionals through facilitated learning and professional behavior.
- Demonstrated active participation in patient care and system performance improvement initiatives.

The award is presented annually at house staff graduation. The recipient is acknowledged and awarded a plaque and a \$1,500 cash award. The recipient’s name is added to a perpetual plaque located at the entrance to Monroe Hall. Justification for the award will be preserved in the resident’s permanent academic file.

Ochsner Resident Performance Improvement/Quality Initiative Award

An award to acknowledge and honor a resident or fellow for significant contributions made to advance Performance Improvement/Quality Improvement and Patient Safety within a given department, Ochsner Medical Center or Ochsner Health System. All interns, residents and fellows in Ochsner-sponsored programs are eligible for nomination.

Program Directors and other Key Faculty – DIO, GME office personnel and members of the Academic Division – Residency Managers may submit nomination.

The resident/fellow must have demonstrated specific criteria of excellence in Performance Improvement/Quality Initiatives in at least one of the five following areas:

- Fostering innovation and improvement in the learning environment
- Increasing the program's emphasis on quality outcomes
- Improving communication and collaboration in education and patient care within the program and the institution to enhance patient safety and quality outcomes
- Advancing teamwork initiatives within a program, department, and/or the institution
- Engaging fellow trainees, faculty, and other healthcare professionals in participating in PI/QI initiatives.

The award is presented annually at house staff graduation. The recipient is acknowledged and awarded a plaque and a \$1,000 cash award. The recipient's name is added to a perpetual plaque located at the entrance to Monroe Hall. Justification for the award will be preserved in the resident's permanent academic file.

Writing Awards

To stimulate research and give experience in medical writing and publishing, the Board of Directors of Ochsner Health System has established three awards to recognize excellence in medical writing:

Edward D. Frohlich, MD Research Award (\$1,000 cash award): Only papers reporting original, prospective, scientific investigation are accepted for this category. You must discuss the proposed project with your Department Head and obtain all necessary approvals for the protocol, including Institutional Review Board approval before the project begins. The work must have been completed so that the results may be reported in the paper. No limit is placed on the length of the paper, but the briefest exposition of the necessary data is recommended. The usual form of a research paper, although it may be varied to fit the material, consists of an abstract, introduction, methods, results, and discussion. Tables and illustrative materials must be carefully selected to support the data rather than merely to add length. In some years, no papers are eligible for this category and no award is given.

Dean H. Echols Award for Clinical Writing (\$500 cash award): Papers in this category report any general clinical subject that could be published in a medical journal. The data may be acquired by a retrospective review of charts, by analysis of laboratory or x-ray studies, or by any similar analysis of work that has already been done. The usual form includes an abstract, a brief introduction, methods, results, and discussion. References should not include every article on the subject but rather the most pertinent ones. Only tables and illustrations necessary to support the data should be included. Twenty pages, including references, should be adequate.

Case Report Award (\$200 cash award): Papers in this category report a single case or a small group of cases. They should be written in the form acceptable to most medical journals, that is, with a short introductory paragraph, a brief report of the case (omitting reports of tests that had normal results), and a short comment on the point of interest. The case report is not a vehicle for a review

of the literature. No abstract is required. The suggested length of these papers is 12 pages, including references.

Manuscripts submitted for any of these awards must conform to the following stipulations:

- The greater part of the investigation on which the report is based must have been performed during clinical training at the Ochsner Health System and must be submitted no later than six months after termination of the training.
- Articles that have been published or submitted for publication and articles by more than one author/investigator are eligible for competition. However, only the first author and principal investigator may submit the manuscript in competition for this award.
- Deadline for submission of papers is April 1 each academic year.

The Publishing Services group will provide editorial assistance and help with manuscript preparation on request. If you want help from Publishing Services, you must submit your manuscript and all figures and tables by March 1. The Medical Library staff will help with literature searches.

Alumni Association Resident Research Award

The Ochsner Alumni Association presents first-, second-, and third-place awards at Research Day each year to the residents with the most outstanding abstracts. The winners receive cash awards of \$500 for first place, \$300 for second place, and \$100 for third place.

Research Day is an annual May event (the second Tuesday in May) that showcases the biomedical / clinical research of investigators in the Ochsner Health System. This group includes students of the Ochsner graduate medical education program, as well as postdoctoral fellows, researchers, clinical residents and fellows, and nurses. The event includes an evening poster display and a networking session with hors d'oeuvres and cocktails in the Brent House Atrium.

The Research Day call for abstracts is issued at the beginning of January each year, and the submission deadline is in the first week of February.

Completion of Training

Completion of Training Procedure

Upon completion of training or other leave from the Ochsner Health System, you are required to complete an exit clearance process provided by the Graduate Medical Education Office. The Office of GME has detailed guidelines for checkout to include; meeting all training program requirements, returning any Ochsner property, and providing a forwarding address. Upon final clearance original certificates of completion will be available for pick up in the Office of GME.

Certificates of Training

Residents receive a certificate of training signed by their respective Program Director and Ochsner Clinic Foundation officials upon satisfactory completion of their training. The certificate identifies the program and the length of training the resident completed. Certificates will be presented with the degree bestowed upon the resident at the time of medical school graduation.

Certificates of training are not issued until the GME checkout procedure has been satisfactorily completed and the Office of GME has received required documentation.

A certificate of training is not issued for training consisting of less than 12 months. In such cases, the training period will be verified through a standardized letter issued upon request from the GME Office.

HR Policies

Drug/Alcohol Free Workplace

[Policy GME-8242-013](#) and [Policy OHS.HR.402](#)

Alcohol/drug testing will be required of any house staff in the following circumstances:

- New hires' health screening
- Reasonable suspicion/cause testing
- Post clinical errors when there is reasonable suspicion of drug or alcohol use
- Rehire and/or reappointment
- Post-accident pending validation of test results

House staff must be advised of the purpose and possible consequences of a drug/alcohol screening test.

Tobacco-Free Environment

[Policy OHS.HR.118](#)

Ochsner's founder, Dr. Alton Ochsner made many contributions to medicine and surgery, but he will always be remembered for exposing the hazards of tobacco and its link to lung cancer. **He was the first anti-smoking crusader.** Ochsner's tobacco-free initiative is called *Living the Legacy* to remind us of this history and to inspire us in challenging times.

In 1939 Dr. Ochsner and Dr. Michael DeBakey first published their famous research linking tobacco with lung cancer: "In our opinion the increase in smoking with the universal custom of inhaling is probably a responsible factor, as the inhaled smoke, constantly repeated over a long period of time, undoubtedly is a source of chronic irritation to the bronchial mucosa."

At that time, even the idea that lung cancer cases were increasing was controversial. Plenty of physicians just didn't accept or believe the mounting evidence that lung cancer was on the rise. But Dr. Ochsner was seeing more and more lung cancer patients in the operating room, and many of them were heavy smokers. Proving the link between smoking and lung cancer, treating the disease, and finding a cure became the focus of his research and put him at the center of a scientific controversy.

For years physicians belittled his research and called his theories pure speculation, but Dr. Ochsner did not give up. Over the following decade, he recommended removal of a cancerous lung to increase length of survival as well as regular chest x-rays to determine the presence of cancer. **He said, "Every type of smoking carries a deadly risk. Tobacco is a loaded weapon. Time pulls the trigger."**

Dr. Ochsner also went to great lengths to warn the public about the dangers of smoking. He took an outspoken stance against the tobacco industry. He urged the government to mandate warning labels and place limits on cigarette advertising and for life insurance companies to raise the premiums of smokers.

When Alton Ochsner died at age 85 on Sept. 24, 1981, he had performed more than 20,000 surgeries. In 1985, Merrell Dow Pharmaceuticals created the Alton Ochsner Award, presented annually to individuals and organizations for their efforts to help people stop smoking. In 1986, all the Ochsner facilities—the Jefferson Highway campus, as well as neighborhood health centers—officially became smoke-free.

Severe Weather and Disaster Provisions

Ochsner, as a sponsoring institution for Accreditation Council for Graduate Medical Education (ACGME)-accredited programs, will abide by the ACGME's Extraordinary Circumstances as described in the Accreditation Council for Graduate Medical Education Policies and Procedures (Sections 21) dated June 13, 2015 or any future updates to those policies. The ACGME position is as follows:

As stated in the ACGME Policies and Procedures section 21.00 ACGME Policy and Procedures to Address Extraordinary Circumstances, "The ACGME may invoke the Extraordinary Circumstances policy in response to circumstances that significantly alter the ability of a sponsor and its programs to support resident education. The ACGME is committed to assisting in reconstituting or restructuring residents' educational experiences as quickly as possible. Examples of extraordinary circumstances include abrupt hospital closures, natural disasters, or a catastrophic loss of funding."

Professional Appearance

[Policy OHS.HR.001](#)

Personal appearance is of the utmost importance and concern at the Ochsner. All residents are expected to present a well-groomed appearance.

The current dress and appearance code, formulated and adopted by the Fellows Association, stipulates that the designated dress for residents, other than surgeons' suits, will be appropriate business attire and shoes with a white doctor's coat. For a full description, refer to the Ochsner [Human Resources Commitment to Professionalism Policy](#).

White doctor's coats are furnished by the GME during orientation. Everyone will be provided two personalized lab coats. Residents are responsible for laundering and maintaining coats. If additional or new coats are requested / required, please contact the GME office for ordering assistance.

Identification Badges

Identification badges are distributed by the Department of Safety and Security. ID Badges are distributed during new house staff orientation. While at Ochsner, you are required to wear your Identification badge at all time when on any Ochsner campus and as required at affiliate sites.

A fee of \$10 is charged to replace lost or stolen badges. Replacements are provided through the Office of Safety and Security.

House Staff Parking

[Policy OHS.HR.001](#)

Free parking is available for Residents in designated parking lots. In receiving the privilege of parking on Ochsner property, Residents shall comply with all parking rules and regulations. When rotating at clinic locations not listed below, please take care not to park in areas specifically designated for patients. Campus-specific parking information is listed below: Jefferson Highway Campus: Residents are assigned parking in the **(K) Lot**. This lot is located directly behind the Imaging Center, and is available for your use 24/7. To enter the parking lot, swipe your ID Badge/Access Card through the card reader at the entrance lanes. Card must be swiped with the bar code up, and the photo facing down. Parking in the Patient Garage is strictly monitored and prohibited except as noted. After hours parking in the Patient Garage is permitted on weekends and holidays on the uncovered levels of Floors 5 & 7. If the K Lot is full, Resident overflow parking is available in Labarre Lots located on Jefferson Highway.

Parking violation fines implemented by the Graduate Medical Education Committee are assessed when house staff park in undesignated areas:

- **Ticket #1** = \$25 ticket fee
- **Ticket #2** = \$50 ticket fee
- **Ticket #3** = Vehicle towed or booted

Parking violation monies are deposited into the Fellows Association account.

Workers' Compensation

Residents are covered under the Louisiana Workers' Compensation laws for work time lost or medical expenses incurred because of an occupational-related injury or illness.

Name Change

Required documents must be presented to Office of GME for name change request. Documentation includes new Social Security card; copies of any relevant legal documentation, such as marriage certificate, divorce papers, or other court documents; and copy of new medical license. You are required to use name issued at the state medical license board in all Ochsner records.

If you request a name change, GME staff will assist with change in all systems (i.e., payroll, insurance, etc.) once appropriate documentation is provided.

The Social Security Administration requires that the name and Social Security number on an employee's W-2 form match the name and number exactly as shown on the Social Security card. The Office of GME is required to obtain and forward a copy of the employee's Social Security card with the new name along with a Personal Data Change Form when requesting a name change. The request to see your Social Security card is only for tax withholding and reporting purposes. You can find verification of this requirement in [Circular E \(IRS Publication 15, Employer's Tax Guide\)](#). The Office of GME cannot change your name until you provide a copy of your new Social Security card with your new name.

Media

[Policy 62500-9](#)

Refer **ALL** requests for information from the media to the Office of Marketing and Public Affairs at 504.842.9122.

Employee Self Service

Payroll

House staff stipends are issued through direct deposit every other Friday. All appropriate federal and state payroll taxes apply. Access to check stubs can be obtained via the Workday portal. Go to [Ochweb](#), click on **Job Resources**, and click on the **Workday** link under **All Tools & Applications** located on the right side of the web page. Log in using your network username and password.

W-2 tax forms will be available electronically through the Workday Portal to all residents after January 31st each year. Systemwide email notification will be provided upon availability to download.

2018 – 2019 Stipends for House Staff

| PGY | Annual Stipend |
|-----|----------------|
| 1 | \$51,721.14 |
| 2 | \$53,125.68 |
| 3 | \$55,183.02 |
| 4 | \$57,411.72 |
| 5 | \$59,560.86 |
| 6 | \$61,829.34 |
| 7 | \$63,944.82 |

Direct Deposit

Payroll direct deposit is **MANDATORY**. You will be required to enroll in direct deposit via the [Workday Pay section](#). If you need assistance, reference the [Direct Deposit Quick Reference Guide](#) on Workday SharePoint site.

Tax Withholding

Based on forms you complete during orientation for employment at Ochsner Clinic Foundation, deductions are taken from the bi-weekly payroll and are itemized on your pay stub. To change tax withholdings, you are required to update Withholding Elections via the [Workday Pay section](#). If you need assistance, reference the [Tax Elections Reference Guide](#) on Workday SharePoint site.

Address Change

On arrival at Ochsner, please inform the Office of GME of your address and telephone number. You are required to inform both your program and the Office of GME of any address changes throughout your training. You can self-update your address in [New Innovations](#) and [Workday Portal](#).

Emergency Contact

While in Workday, enter your contact changes.

- Changes are immediate in Workday
- You may enter more than one contact
- **We strongly recommend that you log in to Workday and review your current emergency contact information listed. This should be reviewed/updated annually.**

Ochsner Benefits

The Ochsner Health System provides house staff with a comprehensive benefits plan that includes health, dental, vision, disability, and life insurance, as well as the opportunity to participate in a 403(b) tax-deferred annuity program. The health, dental, vision, disability, and life insurance programs are offered at minimal cost to the resident.

It is the resident's responsibility to ensure that s/he completes and submits all enrollment materials to Human Resources by the stated deadline each year.

Selected benefit choices cannot be changed during the year unless you experience a qualified change in status. You are provided 31 days from the date of the qualified change in status to submit change in coverage. The coverage change must be consistent with the change in status. If you do not report the change within 31 days of the qualifying date, the change cannot take place until the next enrollment period.

[Call the HR Employee Service Center at 504.842.4748 if you have questions about qualified changes in status.](#)

Benefits Open Enrollment (Annually)

You are required to enroll through [Workday](#).

Ochsner requires that employees attest to whether they are tobacco users during benefits enrollment. **Your attestation determines whether you pay a tobacco-free or tobacco-user premium.**

A tobacco test is included in the new hire drug screen. New hires who test positive for tobacco will be assigned a tobacco-user premium. Ochsner will conduct random tobacco testing during Open Enrollment throughout the year. Any employee who tests positive for tobacco will be assigned a tobacco-user premium. Failure to submit to testing or abide by the tobacco-free guidelines will be subject to HR Policy on falsification of employment information on Ochweb, [Progressive Discipline Policy, OHS.HR 502](#).

Professional Liability Insurance/General Liability Insurance

Ochsner will provide, maintain, and pay the cost of the following:

- Professional liability insurance or self-insurance with limits of not less than \$1 million per occurrence and \$3 million annual aggregate, covering all residents, or in the alternative, a plan of self-insurance pursuant to the qualifications of the Louisiana Medical Malpractice Act (LSA-R.S. 40:1299.41 et seq.), or successor legislation, whichever is less burdensome to Ochsner
- General liability or self-insurance (including coverage for personal injury or property damage and contractual liability) with limits of not less than \$1 million dollars annual aggregate covering all assigned residents

Notify Risk Management as soon as you are aware of any adverse outcome or potential claim. To discuss specific liability issues, contact Risk Management at 504.842.4003.

Medical Insurance

Ochsner has engaged BlueCross BlueShield of Louisiana as the claims administrator for the comprehensive OchsnerPlus Medical Plans. All plans are comprehensive point-of-service (POS) medical plans that give you the flexibility to use any Ochsner in-network physician or facility to receive the highest level of benefits. In-network wellness care (including appropriate preventive screenings) is covered at 100% with no deductible required.

To search for network providers under the OchsnerPlus Medical Plan, please search BlueCross BlueShield of Louisiana Network Provider Directory using their website, <http://myhealthtoolkitla.com>. To access this site, you will need your member ID located on your Blue Cross Blue Shield medical ID card. You can also contact Blue Cross Blue Shield at 855.212.4679.

If you have questions about the OchsnerPlus Medical Plan, please contact Ochsner's HR Employee Service Center by calling 504. 842.4748.

Residents pay premiums for health insurance and a percentage for dependent coverage every two weeks.

Pharmacy Benefit

You are automatically enrolled in pharmacy coverage for prescription drugs when you enroll in an Ochsner medical plan. MedImpact has been contracted to provide administrative services related to the medical plan's prescription drug benefit.

Ochsner's in-network pharmacies include:

- Ochsner Pharmacy and Wellness
- CVS
- Wal-Mart
- Sam's Club

Pharmacy co-pays for in-network pharmacies are as follows:

| | | Ochsner Pharmacy | | | Wal-Mart, Sam's Club, CVS | | |
|---------------------------|------------------------|-----------------------------------|-----------|---|---------------------------|-----------|---|
| | | OchPlus 1 | OchPlus 2 | OchPlus 3 | OchPlus 1 | OchPlus 2 | OchPlus 3 |
| Deductible before co-pays | | \$0 | \$0 | \$0 preventive ** \$3,000 Combined Med + Rx for other scripts | \$0 | \$0 | \$0 preventive ** \$3,000 Combined Med + Rx for other scripts |
| Co-Pays | Tier 1 – Generic | \$9 | \$9 | \$9 | \$9 | \$9 | \$9 |
| | Tier 2 – Preferred | \$25 | \$25 | \$25 | \$30 | \$30 | \$30 |
| | Tier 3 – Non-preferred | \$45 | \$45 | \$45 | \$50 | \$50 | \$50 |
| | Tier 4 – Specialty | 25% up to \$250 per 30 day script | | | | | |

*Physicians should refer to their individual addendums in Workday as their Rx co-pays differ from the above table

PRESCRIPTION DRUG LIST

To review the 2017 Prescription Drug List, you will need to visit the MedImpact member portal at <https://mp.medimpact.com/>. You will need your member ID located on your MedImpact pharmacy ID card to access this site. You can also contact MedImpact at 844.587.7390.

Dental Insurance

Ochsner has engaged Humana as the claims administrator for the Ochsner Dental PPO Plans. Ochsner offers two plans for employees to choose between:

- **Ochsner Comprehensive Dental PPO** - The Comprehensive Plan covers Preventative, Basic and Major care, and Orthodontia and includes the option to use a preferred provider organization (PPO). You will generally pay less for dental work when you use a dentist who participates in Humana's Dental PPO network.
- **Ochsner Preventive Plus Dental PPO** - The difference between the Comprehensive Dental PPO and the Preventive Plus Plan is that the Preventive Plus plan only covers Preventative, Diagnostic and Basic services. You will also generally pay less for dental work when you use a dentist who participates in Humana's Dental PPO network.

A list of dentists participating in Humana's PPO network is available by contacting Humana by calling 800.601.9372 or on Humana's website: www.humanadental.com (when prompted, select the Traditional/Preferred network).

Vision Insurance

Ochsner offers you the option of purchasing supplemental vision insurance coverage for you and your eligible dependents through HumanaVision's Vision Care Plan (VCP).

This supplemental vision plan provides you with

- Annual eye examinations**
- Eyeglass lenses every 12 months (contact lenses may be substituted for glasses)
- Frames every 24 months

** Annual Eye Exam is defined as a routine annual eye exam which evaluates your need for glasses/contact lenses or to adjust a prescription for your eyewear. Any eye exam resulting from a medical condition/issue will be billed under the medical insurance.

If you would like to speak with an Ochsner Benefits Representative regarding the vision care plan, please contact the HR Employee Service Center by calling 504. 842.4748. To speak with a Humana Vision Care Plan Representative, please call 866.537.0229 or visit www.HumanaVisionCare.com.

Flexible Spending Accounts

Flexible Spending and Healthcare Savings Accounts are great tools to help you save money. Did you know that you can save anywhere from 10% – 30% on your taxes by utilizing an FSA or HSA?

Please visit <https://healthaccounts.bankofamerica.com/learn.shtml> to learn more about the Bank of America FSA/HSA cost savings tools available.

Both are pre-tax deductions. Both plans allow you to pay for eligible medical expenses not covered by your medical, dental or vision plan, incurred by you and your dependents – tax-free. Such expenses are co-pays, deductibles, prescriptions, eye glasses, eye exams, etc.

If you have questions about your FSA/HSA or if you wish to check the balance of your FSA/HSA, call 800.328.5394 or visit Bank of America's website to register your account. If you would like to speak to an Ochsner benefits representative about FSA/HSA coverage, contact the Human Resources Employee Service Center at 504.842.4748.

Life Insurance

Ochsner provides a \$40,000 group term life insurance benefit at no cost to residents. The life insurance coverage is an automatic benefit, but you are responsible for providing accurate, up-to-date beneficiary information.

Sun Life Financial Insurance Company is the administrator for Ochsner's life insurance coverage. If you have a question about your life insurance benefit, contact a benefits representative in the Ochsner Human Resources Employee Service Center at 504.842.4748.

To add or update a beneficiary for your life insurance coverage, log into the Workday with your network username and password and click Beneficiary. If you do not know your username and password, contact the IS Help Desk at 504.842.3610.

Disability/Leave

Short-Term Disability

In lieu of short-term disability, Ochsner provides you with Disability Salary Continuation pay equal to 100% of your normal base pay if you are unable to work because of an illness or injury that is not work-related, according to the Resident's medical leave policy.

Long Term Disability

Provisions are the same as described in the SPD except Ochsner pays the cost of the 66 2/3 % of pay LTD option immediately upon employment. You may not select the 50% or 60% of pay LTD options.

If you have a question regarding your Disability Insurance, please contact a Benefits Representative with the Ochsner Human Resources Employee Service Center by calling 504.842.4748.

Pathway to Wellness Program

The Pathway to Wellness (PTW) program is designed to enhance Ochsner employees' health by enabling them to work toward and track wellness goals. The program offers access to a variety of physical and educational activities, screenings and technologies. It also comes with incentives. [Go365](#) is Ochsner's partner for the Pathway to Wellness.

All employees, except physicians, are eligible to participate. Disabled employees or those with chronic medical conditions can also participate by submitting a reasonable alternative request.

The PTW program runs January – December each year, ending when Ochsner discontinues the program or when you're no longer eligible, whichever comes first. Like your other benefits, the same continuation (FMLA, military leave, etc.) information applies to the PTW program.

The PTW program cost depends on your medical coverage.

- If you're on the OchsnerPlus medical plan, the program is free.
- If you're an eligible employee not participating in an Ochsner medical plan, the program is a small, after-tax payroll deduction.

If you're eligible, register with our partner [Go365](#) to keep up with your activities. If you have a disability or chronic medical condition making it unreasonable or medically unsafe for you to achieve or attempt any of the reward standards, contact Go365 to request a reasonable alternative.

In addition to receiving the health benefits, registered employees can receive point and cash rewards for healthy behaviors.

Examples of health behaviors include:

- Completing your Health Risk Assessment.
- Taking 1,000 steps or greater.
- Completing an annual biometric screening.

To document these healthy behaviors, use [Go365](#).

Employee Assistance Program – Recognizing the Impaired Physician

All Ochsner Health System employees and their household members are eligible for the Employee Assistance Plan (EAP) administered by ComPsych. The EAP program provides you with immediate, confidential, professional assistance 24 hours a day, 7 days a week. You and your household members can receive up to five face-to-face counseling sessions per incident and/or receive assistance identifying the appropriate community resources at no cost.

The following are just some examples of the areas EAP can assist with:

- Relationship problems
- Parenting issues
- Alcohol or drug abuse
- Emotional problems, such as feelings of depression, anger, or stress
- Legal and financial concerns
- Dealing with job changes

RESOURCES

Contact ComPysch: 877.595.5284

Website: <http://www.guidanceresources.com/>

Company Code: EAPComplete

Military Reserve Participation

[Policy OSCPH.HRSD.207](#)

Residents who are members of reserve units will be allowed to change schedules to enable them to attend unit training assemblies and summer camp. A leave of absence is granted for this time and does not count against vacation allowances. The GME Office must be notified of this military leave in addition to all other forms of leave.

You can find out if you are eligible and sign-up for Veteran Affairs Health Benefits on the [Veteran Affairs website](#).

Health Care Benefits Eligibility - If you're a U.S. Veteran, you may qualify for VA health care benefits. Find out if you can get VA health care benefits.

Can I get VA health care coverage?

You may be able to get VA health care if you served on active duty and separated under conditions other than dishonorable.

You probably qualify for VA health care if at least 1 of these applies to you:

- You receive financial compensation (payments) from VA for a service-connected disability
- You were discharged for a disability resulting from something that happened to you in the line of duty
- You were discharged for a disability that got worse in the line of duty
- You're a recently discharged Combat Veteran
- You get a VA pension
- You're a former Prisoner of War (POW)
- You've received a Purple Heart
- You get (or qualify for) Medicaid benefits
- You served in Vietnam between January 9, 1962, and May 7, 1975
- You served in Southwest Asia during the Gulf War between August 2, 1990, and November 11, 1998
- You served at least 30 days at Camp Lejeune between August 1, 1953, and December 31, 1987

Jury Duty

[Policy OHS.HR.210](#)

Ochsner provides time off to eligible employees when they perform their civic and public service responsibilities through jury duty or court services. Jury Duty is defined as the appearance in court to serve as a juror as demanded by city, parish, state, or federal government. Court Service is appearance in court as a subpoenaed witness or to give depositions at the specific request of OHS.

Employees who have successfully completed their first ninety (90) days of employment are eligible to receive Jury Duty or Court Service pay. Employees with less than ninety (90) days of employment will be eligible to receive one (1) paid day of Jury Duty or Court Service Pay per summons. PRN employees are not eligible for this benefit.

Payment will be paid at a rate equal to base hourly rate of pay and will not be considered as time worked for overtime. Employees may not receive Jury Duty or Court Service Pay in addition to scheduled shift pay.

Employee Health

The Employee Health Department provides health services to employees of Ochsner Health System that are mandated by the policies and procedures of Ochsner Health System, OSHA, and The Joint Commission. Services provided include new employee health screening, immunizations, TB surveillance, and management and referral for work-related illnesses and injuries. The department also offers a health fair and other wellness programs to improve the overall health of all employees.

403(b) Plan – Tax-Deferred Savings

A 403(b) plan is like a 401(k) plan in a number of ways. A 403(b) plan offers the following:

- Tax deferral on contributions and any investment earnings
- A range of investment options
- A vesting schedule identical to that of 401(k) plans

The 403(b) plan gives residents the opportunity to save for retirement through payroll deduction and to reduce their current taxable income because savings accumulate on a tax-deferred basis. Contributions are subject to applicable Internal Revenue Service regulations.

You may access your 403(b) information by visiting the [Vanguard website](#). The website offers secure access to your retirement plan account information, transaction capabilities, and planning tools. The information on the website can help you make informed decisions about your retirement savings.

Vanguard is the administrator for the Ochsner 403(b) plan. If you have questions about your 403(b), you can call Vanguard Customer Service at 888-800-5359. If you would like to speak to an Ochsner benefits representative about your 403(b), contact the Human Resources Employee Service Center at 504-842-4748.

Vacation/Leave

[Policy GME-8424-005](#)

The vacationing/leaving resident is responsible for ensuring that his/her duties are covered by an appropriate substitute and that the Program Director is aware of the substitutions.

| VACATION DAYS | | |
|---------------|-----------------|------------------------------|
| Year | # of days | # of days not to be exceeded |
| | Monday - Friday | with continuous weekends |
| PGY-1 | 10 | 14 |
| PGY-2 | 15 | 21 |
| PGY-3 & UP | 20 | 28 |

Residents can take vacations in no more than six segments during the year. These segments do not have to be evenly distributed. Several services have additional restrictions at the discretion of the Program Director on when and how residents can take vacation while on rotation through that individual discipline. Restrictions vary depending on discipline. Exceptions can be made in extenuating circumstances if approved by the Program Director and the Chairman of the Graduate Medical Education Committee. VACATION CANNOT BE CARRIED OVER FROM ONE YEAR TO THE NEXT. Vacation time not taken during the contract year will be forfeited.

Requests for vacation and leave must be approved by the Program Director (or his/her designee) of the service to which the house officer is assigned at the time vacation/leave is to be taken. All outstanding charts and operative dictations must be completed prior to leave or vacation being granted.

The Accreditation Council for Graduate Medical Education (ACGME), the body that accredits all residencies and institutions that provide residency training, has identified six competencies that residents must achieve regardless of their specialty. The competencies listed below are taken from Section IV of the ACGME Common Program Requirements—included in Appendix C and available online at the [ACGME website](#).

Patient Care

Residents must be able to provide patient care that is compassionate, appropriate, and effective for the treatment of health problems and the promotion of health.

Residents are expected to

- Communicate effectively and demonstrate caring and respectful behaviors when interacting with patients and their families.
- Gather essential and accurate information about their patients.
- Make informed decisions about diagnostic and therapeutic interventions based on patient information and preferences, up-to-date scientific evidence, and clinical judgment.
- Develop and carry out management plans.
- Counsel and educate patients and their families.
- Use information technology to support patient care decisions and patient education.
- Perform competently all medical and invasive procedures considered essential for the area of practice.
- Provide healthcare services aimed at preventing health problems or maintaining health.
- Work with healthcare professionals, including those from other disciplines to provide patient-focused care.

Medical Knowledge

Residents must demonstrate knowledge about established and evolving biomedical, clinical, and cognate (e.g., epidemiological and social behavioral) sciences and the application of this knowledge to patient care.

Residents are expected to

- Demonstrate an investigatory and analytic thinking approach to clinical situations.
- Know and apply the basic and clinically supportive sciences that are appropriate to their discipline.

Practice-Based Learning and Improvement

Residents must be able to investigate and evaluate their patient care practices, appraise and assimilate scientific evidence, and improve their patient care practices.

Residents are expected to

- Analyze practice experience and perform practice-based improvement activities using a systematic methodology.
- Locate, appraise, and assimilate evidence from scientific studies related to their patients' health problems.
- Obtain and use information about their own population of patients and the larger population from which their patients are drawn.
- Apply knowledge of study designs and statistical methods to the appraisal of clinical studies and other information on diagnostic and therapeutic effectiveness.
- Use information technology to manage information, access online medical information, and support their own education.
- Facilitate the learning of students and other healthcare professionals.

Interpersonal and Communication Skills

Residents must be able to demonstrate interpersonal and communication skills that result in effective information exchange and teaming with patients, their patients' families, and professional associates.

Residents are expected to

- Create and sustain a therapeutic and ethically sound relationship with patients.
- Use effective listening skills and elicit and provide information using effective nonverbal, explanatory, questioning, and writing skills.
- Work effectively with others as a member or leader of a healthcare team or other professional group.

Professionalism

Residents must demonstrate a commitment to carrying out professional responsibilities, adherence to ethical principles, and sensitivity to a diverse patient population.

Residents are expected to

- Demonstrate self-interest; accountability to patients, society, and the profession; and a commitment to excellence and ongoing professional development.
- Demonstrate a commitment to ethical principles pertaining to provision or withholding of clinical care, confidentiality of patient information, informed consent, and business practices.
- Demonstrate sensitivity and responsiveness to patients' culture, age, gender, and disabilities.

Systems-Based Practice

Residents must demonstrate an awareness of, and responsiveness to, the larger context and system of healthcare, and the ability to effectively call on system resources to provide care that is of optimal value.

Residents are expected to

- Understand how their patient care and other professional practices affect other healthcare professionals, the healthcare organization, and the larger society and how these elements of the system affect their own practice.
- Know how types of medical practice and delivery systems differ from one another, including methods of controlling healthcare costs and allocating resources.
- Practice cost-effective healthcare and resource utilization that does not compromise quality of care.
- Advocate for quality patient care and assist patients in dealing with system complexities.
- Know how to partner with healthcare managers and healthcare providers to assess, coordinate, and improve healthcare and know how these activities can affect system performance. This project will involve activities developed by your individual department or program and institutional program, as well as those specifically developed and/or sponsored by GME.

PERFORMANCE

Evaluations

[Policy GME-8242-027](#)

Section V of the ACGME Common Program Requirements—included in Appendix C and available online at the [ACGME website](#)—identify the two types of resident evaluations:

- **Formative Evaluation:** The faculty must evaluate resident performance in a timely manner during each rotation or similar educational assignment, and document this evaluation at completion of the assignment. The program must provide objective assessments of competence in patient care, medical knowledge, practice-based learning and improvement, interpersonal and communication skills,

professionalism, and systems-based practice; use multiple evaluators (e.g., faculty, peers, patients, self, and other professional staff); document progressive resident performance improvement appropriate to educational level; and provide each resident with documented semiannual evaluation of performance with feedback. The evaluations of resident performance must be accessible for review by the resident, in accordance with institutional policy.

- **Summative Evaluation:** The Program Director must provide a summative evaluation for each resident upon completion of the program. This evaluation must become part of the resident's permanent record maintained by the institution, and must be accessible for review by the resident in accordance with institutional policy. This evaluation must document the resident's performance during the final period of education and verify that the resident has demonstrated sufficient competence to enter practice without direct supervision.

Staff physicians conduct regular ongoing performance evaluations on all residents. As required by ACGME, regular evaluation is required in all training programs, as is feedback regarding the individual's performance. Completed evaluations are filed in the resident's official academic record located in the GME Office. ACGME requires evaluations to be signed by the evaluating staff and resident.

A resident whose performance conforms to established evaluation criteria in a consistent and satisfactory manner will be in good standing with the program and institution. Misconduct, failure to comply with the policies and procedures governing the program, or unsatisfactory performance based on one or more evaluations may adversely affect the resident's standing in the program.

Renewal of Appointments

[*Policy GME-8242-028*](#)

All resident appointments are for a period of one year. Residents are eligible for promotion from one year of training to the next contingent upon satisfactory completion of the learning objectives of a particular program, technical achievement, professional behavior, teaching skills and behavior, clinical practice, judgment, and evaluation of each resident's abilities based on specific criteria, guided by the Milestones as defined by the programs RRC.

If the decision is made not to reappoint a resident or fellow, the Program Director will advise the resident/fellow of the decision in writing at least **four** months (120 days) prior to the end of the appointment. However, if the primary reason(s) for the non- reappointment (renewal) occurs within the four months prior to the end of the contract, the Program Director must provide the resident/fellow with as much written notice of the intent not to reappoint as the circumstances will allow prior to the end of the current contract.

Promotions

[*Policy GME-8242-028*](#)

After satisfactory completion of each year of GME experience, as attested by the Program Director, a resident in good standing may be promoted to the next level of training subject to the terms, limitations, and conditions listed below and the Resident Agreement.

The decision to promote is dependent on several factors that include, but are not limited to, the following:

- Satisfactory completion of all training requirements
- Satisfactory performance
- Documented competence commensurate with level of training
- Successful completion and passing of the USMLE Step 3 prior to entering the PGY-3 level
- Full compliance with all terms of the Resident Agreement
- Continuation of the sponsoring institution and program ACGME accreditation

Discipline, Dismissal, Nonrenewal of Contract

[Policy GME-8242-028](#)

Grounds for discipline, dismissal, or nonrenewal of contract of a resident include, but are not limited to, the following:

- Below satisfactory academic performance, defined as a failed rotation; relevant exam scores below program requirements; and/or marginal or unsatisfactory performance, as evidenced by faculty evaluation, in the areas of clinical diagnosis and judgment, medical knowledge, technical abilities, interpretation of data, patient management, communication skills, interactions with patients and other healthcare professionals, professionalism, and/or motivation and initiative
- Failure to comply with the bylaws, policies, rules, or regulations of the sponsoring or affiliate hospital, medical staff, or department, or with the terms and conditions of [Policy GME-8242-028](#)
- Commission by the resident of an offense under federal, state, or local laws or ordinances that has an impact on the abilities of the resident to appropriately perform his/her normal duties in the residency program
- Conduct that violates professional and/or ethical standards; disrupts the operations of Ochsner Health System, its departments, or affiliated hospitals; or disregards the rights or welfare of patients, visitors, or hospital/clinical staff
- Ineligibility for continued appointment based on ongoing absence/unavailability to perform training duties; failure to satisfy licensure; or failure to satisfy visa, immunization, registration, or other eligibility requirements for training

Counseling

Whenever a resident's conduct, skills, or performance of duties is determined to be less than satisfactory, the Program Director will meet and discuss the unsuitable performance with the resident. The resident will be placed in **counseling** status and given the following:

- Notice of performance deficiencies
- An opportunity to remedy the deficiencies
- Notice of the possibility of probation, dismissal, or contract nonrenewal if the deficiencies are not corrected

The purpose of **counseling** is to give the resident specific notice of performance deficiencies and an opportunity to correct those deficiencies. The length of the counseling period may vary but it must be specified at the outset **in writing** and be of sufficient duration to give the trainee a meaningful opportunity to remedy the identified performance problems. Records are maintained at the departmental level.

Probation

Program Directors with approval of the GMEC have the option for immediate probation when there is an issue of honesty, integrity, harassment, or other illegal activity. Program Directors are required to substantiate such claims.

The resident's performance during counseling results in one of two possible outcomes:

- Removal from counseling with a return to good academic standing
- Probation with new or remaining deficiencies cited and/or non-promotion to the next training level with further probationary training required

Before a resident is placed on probation, the Program Director must present all counseling records and the basis for such a determination to the Graduate Medical Education Committee (GMEC) for approval.

On the recommendation of the Program Director and with the approval of the GMEC, the resident must be notified in writing that his/her performance is not satisfactory and that he/she has been placed on formal

probation. The notice must include the basis for the determination. A copy of the probation notice will be forwarded to the chairman of the GMEC and the GME Office for inclusion in the resident's official academic file. Because of probation, the Program Director may restrict a resident's clinical duties and other activities.

The Program Director will review and document the status of a resident placed on probation at defined intervals (e.g., weekly, monthly). Upon expiration of the first month of probation or during any extension of probation, if the resident's performance has not improved to the extent considered acceptable by the Program Director and the GMEC, the resident may be immediately **dismissed** from the program.

Dismissal

Residents may be immediately **dismissed** without counseling or probation for serious violations of ethical or legal standards of conduct. **Program Directors with approval of the GMEC have the option for immediate dismissal when there is an issue of honesty, integrity, harassment, or other illegal activity.** Program Directors are required to substantiate such claims.

The basis for dismissal may be failure to achieve the learning objectives of the program, unprofessional behavior, substandard clinical practice and judgment, failure to develop sufficient technical skill, failure to develop sufficient teaching skills, unprofessional teaching behavior, or substandard performance. Attempts at counseling and probation must have been made, documented, and been unsuccessful. **Dismissal from a training program must be** at the recommendation of the Program Director and the Departmental Chairman (if they are not the same) and **approved by the GMEC.** The Program Director will advise the resident of the dismissal in writing. The notice will include a brief description of the grounds for the termination. All related records and documentation, including attempts at remedial action, will be maintained in the resident's official academic record located in the Office of GME. Program Directors may also retain copies for file, if desired.

Grievance Procedure

[Policy GME-8242-012](#)

Residents may appeal dismissal by invoking due process using the established grievance procedure.

Grievances are limited to allegations of wrongful suspension and/or termination during the training year or nonrenewal of the annual house staff contract. The decision to suspend, dismiss, or terminate a resident is an academic responsibility of the Ochsner Health System, Academic Division, and Graduate Medical Education Committee (GMEC). If a resident believes s/he has been wrongfully terminated, the grievance process can be invoked. The process is intended to protect the rights of the resident and the training program and to ensure fair treatment for both parties.

In all cases of suspension, termination, or nonrenewal of contract, it is expected that the appropriate counseling, probationary, and remedial periods have been performed and documented. All written notification associated with the formal grievance process will be sent by certified mail.

QUALITY & SAFETY

Regulatory Compliance

HIPAA - Health Insurance Portability & Accountability Act of 1996

This federal privacy rule provides national standards to protect individuals' medical records and other personal health information. As a healthcare institution, Ochsner Health System must comply with this

privacy rule. All healthcare providers and employees of Ochsner Health System are required to complete a HIPAA training program prior to their start date.

ACLS Certification

All residents must be certified in advanced cardiac life support (ACLS). The Office of GME requires proof of certification. Courses are available at Ochsner; contact GME for assignment. Upon successful completion of recertification, house staff must provide a copy of current life support card to their Program Manager. Current certification will be uploaded in trainees New Innovations file.

EMERGENCY CODES

Updated Codes Effective May 1, 2014

| Fire /Explosion/Smoke Emergency or Fire Drill | Code Red | <p style="font-size: small; text-align: center;">To report a code, dial the emergency number for the Ochsner facility where you are located</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: x-small;"> <thead> <tr> <th style="text-align: left;">Hospitals:</th> <th style="text-align: left;">Number</th> </tr> </thead> <tbody> <tr><td>Baptist</td><td>4222</td></tr> <tr><td>Baton Rouge</td><td>1111</td></tr> <tr><td>Chabert</td><td>45</td></tr> <tr><td>Elmwood Campus</td><td style="color: red;">911</td></tr> <tr><td>Jefferson Highway</td><td>4444</td></tr> <tr><td>Kenner</td><td>3333</td></tr> <tr><td>North Shore</td><td>33</td></tr> <tr><td>River Parish</td><td>51555</td></tr> <tr><td>St. Anne</td><td>100</td></tr> <tr><td>St. Charles</td><td>721</td></tr> <tr><td>St. Tammany</td><td>4444</td></tr> <tr><td>Westbank</td><td>66</td></tr> <tr> <th style="text-align: left;">Clinics:</th> <th style="text-align: left;">Number</th> </tr> <tr><td>Covington Clinic</td><td>50600</td></tr> <tr><td>Neighborhood/Satellite Clinics</td><td style="color: red;">911</td></tr> <tr><td>Summa Clinic</td><td>78666</td></tr> </tbody> </table> | Hospitals: | Number | Baptist | 4222 | Baton Rouge | 1111 | Chabert | 45 | Elmwood Campus | 911 | Jefferson Highway | 4444 | Kenner | 3333 | North Shore | 33 | River Parish | 51555 | St. Anne | 100 | St. Charles | 721 | St. Tammany | 4444 | Westbank | 66 | Clinics: | Number | Covington Clinic | 50600 | Neighborhood/Satellite Clinics | 911 | Summa Clinic | 78666 |
|--|--------------------|---|------------|--------|---------|------|-------------|------|---------|----|----------------|-----|-------------------|------|--------|------|-------------|----|--------------|-------|----------|-----|-------------|-----|-------------|------|----------|----|----------|--------|------------------|-------|--------------------------------|-----|--------------|-------|
| Hospitals: | Number | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Baptist | 4222 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Baton Rouge | 1111 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Chabert | 45 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Elmwood Campus | 911 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jefferson Highway | 4444 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Kenner | 3333 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| North Shore | 33 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| River Parish | 51555 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| St. Anne | 100 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| St. Charles | 721 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| St. Tammany | 4444 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Westbank | 66 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Clinics: | Number | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Covington Clinic | 50600 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Neighborhood/Satellite Clinics | 911 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Summa Clinic | 78666 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bomb Threat | Code Black | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Infant/ Child Abduction | Code Pink | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| External Disaster (Mass Casualty/Large Accident) | Code Yellow | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cardiac Emergency | Code Blue | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Severe Weather | Code Grey | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Active Shooter | Code Silver | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hazardous Material | Code Orange | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Security Alert-Combative Person Without Weapon | Code White | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Patient Elopement | Code Navy** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

**St. Charles Hospital uses Code Green for Patient Elopement. All other Ochsner facilities use Code Navy for Patient Elopement.

THE POWER OF ONE

Travel

[Policy ACCTPAY.001](#)

Whether a resident is presenting a paper/poster or attending a course/seminar, all travel is subject to the policies and procedures outlined in Ochsner Health System [Policy ACCTPAY.001 – Travel Expense Reimbursement](#). The Office of GME follows all Ochsner Health System travel policies with the following additional requirements:

- The forms listed below—all available on the [GME Internet](#)—must be completed and signed by the Program Director and/or Department Chairman or Section Head:
 - Travel Authorization Form (trip approval)
 - House Staff Vacation/Leave form (The Program Director signature signifies approval for educational leave that will not be counted as vacation.)
- Completed, signed travel authorization forms must be submitted to the Office of GME 30 days prior to the travel departure date.
- Make sure that your correct home address and Social Security number are on all travel forms.

The GME staff does not make hotel reservations.

The traveler is responsible for paying for all travel expenses in advance. Reimbursement will be processed upon return.

Foundation policy states that only single room hotel accommodations plus applied taxes are reimbursable. An exception will be considered for two residents traveling to the same meeting and sharing accommodations. Be sure to request the minimum corporate rate. Other reimbursable allowances are \$75/day for meals (non-accumulative) including a 20% gratuity and a \$40 taxi allowance.

Meeting and travel expenses for paper/poster presentations by Ochsner Health System-appointed residents at ACGME-accredited training programs are supported through the Ochsner Health System Fellowship operational budget subject to the following conditions:

- The presenting resident's meeting and travel expenses are supported for a 3-day, 2-night maximum (1 day en route, 1 day to present, 1 day for return).
- Single room hotel accommodations for 2 nights are reimbursable. Request the minimum corporate rate.
- Completed trip expense forms, including original itemized receipts, are due to GME for reimbursement and processing no later than 5 days after your return.
- In addition to the required authorization forms, for paper/poster presentations, a copy of the invitation to present is required prior to approval for funding.

If you plan to travel outside the continental United States, please contact the Office of GME before you make any reservations. Restrictions apply and vary depending on the individual situation.

Rental Cars

Car rentals are not reimbursable unless you receive prior approval from your Program Director and the Office of GME through a memo or notation on the Travel Authorization Addendum form. Check with GME before incurring the expense.

Communications

Email Address

Email addresses are issued to each intern, resident, and fellow during your On-boarding activities. Your Ochsner email address is the **primary means** of communication between the house staff and the Office of GME.

MyPassword

MyPassword is a secure self-service tool that allows you to manage your Ochsner network password.

There are several simple ways to visit the MyPassword self-service tool.

- **Visit Now:** [Click here](#) to visit and bookmark the MyPassword tool online.
- **On Ochweb:** From the Ochweb homepage, visit the Information Services Catalog page. Look under 'Other Requests'
- **Type URL Online:** Type **mypassword.ochsner.org** at the top of your screen into your internet browser's address field

Use your Ochsner network username to start the login process. On your very first login, you will also need to provide your current Ochsner network password and go through a very short enrollment process. This enrollment process will allow you to select your security questions and provide the personalized answers which will be used to validate your identity. [Click here](#) to open the MyPassword enrollment guide.

Enrollment in MyPassword is set up to be quick and easy. If you should experience an issue during enrollment, please call the Ochsner IS Service Desk at extension 2-3610 or 504-842-3610.

Paging System

After placing a page, you must remain near the phone to accept the call when it comes. If you must leave the area, advise someone else in your area to expect a call from the paged individual.

To place a telephone page in-house

1. Dial 85.
2. A voice response will instruct you to enter the pager number.
3. Press the correct numbers on the keypad.
4. You will be instructed to enter the function digit: 7 for normal page, 8 for STAT.
5. You will be asked to enter your telephone number.
6. A voice response will inform you that the page has been accepted.

To send a numeric page (typically used when an immediate response is needed for patient care)

1. If **within** the Ochsner telephone system, dial 9 for a dial tone, key in the 7-digit beeper number, and follow the voice prompts.
2. If **outside** the Ochsner phone system, key in the 7-digit beeper number and follow the voice prompts.

For text messaging through Outlook (typically used for administrative, nonurgent, routine communication)

1. Click the Outlook icon on your computer desktop.
2. Click New E-Mail to open a message.

3. In the To box, type the area code and beeper#@archwireless.net (e.g., 5045507129@archwireless.net). The area code must precede the beeper # with no dashes or spaces.
4. Type the Subject.
5. Type your Message. Pagers are limited to a 4-line x 20-character display. Ensure your message is short and succinct (e.g., Conference today at noon in Monroe Hall. Lunch served).
6. Click Send.

Phone System

Direct Dial Numbers: All Ochsner extensions are five digits (e.g., 23260). Outside the institution, dial 84 plus the extension to direct dial an extension (e.g., 842-3260). You can also dial the main number—842-3000—and ask for an extension. The New Orleans area code is 504.

Telephones in Patients’ Rooms: If the patient is in a private room or in a semi-private room’s bed closest to the door, dial 842-1 plus the room number. If the patient is in the bed closest to the window, dial 842-8 plus the room number. To ensure that the patients are not disturbed, all calls between 9:00 pm and 6:00 am are routed to the hospital operator.

Visual Technology Services

The Visual Technology Services is comprised of several facets, [Audio-Visual Support, Web Based WebEx, Live Streaming Services, Videoconferencing, and Telemedicine](#). The Audio-Visual (AV) Support staff provides prompt delivery, setup, and pickup of portable AV equipment on the Jefferson Highway campus for physician education, administrative functions, and conferences. The VBrick Rev enterprise video platform is intended to support the recording and dissemination of institution wide educational content and business communications. The various locations of the Ochsner Health System are linked through a high-bandwidth IP videoconferencing network. This technology provides two-way interactive audio-video conferencing with multimedia support. Visual Technology Services manages the Pediatric Cardiology and High Risk Fetal Medicine Telemedicine networks. For more information, contact the department.

Visual Technology Services
Hours: 8:30 AM to 5:00 PM, Monday-Friday
Email: audiovisual@ochsner.org
Email: videoconf@ochsner.org
Location: Brent House, 2nd Floor

Medical Photography

Medical Photography is a full-service custom photographic/digital imaging lab. The department can meet all your photographic/digital imaging needs, including the following:

Medical Photography
Hours: 8:30 AM to 5:00 PM, Monday-Friday
Phone: 504.842.0397
Location: Benson Tower

- Clinical and studio patient photography
- Surgical photography
- Passport/application photos
- Public relations and marketing photography
- Ochsner events
- Portraiture and group shots
- Digital output to prints up to 11x14
- Electronic presentation assistance (PowerPoint)

You can schedule requests for photography by calling the Medical Photography extensions. Patients must sign a consent form before any photographs can be taken.

Publishing Services

The Publishing Services group can help you with any form of medical or scientific communication:

- Abstracts, articles, and books for publication
- Posters
- Curriculum vitae, fellowship application essays, etc.
- Entries for the Resident Writing Award competition

Services include the following:

- Editing for grammar, syntax, organization, accuracy, logical flow of ideas, clarity, consistency, and conciseness
- Formatting according to journal or publisher guidelines
- Reviewing galleys/page proofs after manuscripts are accepted for publication

The Publishing Services group produces the *Ochsner Journal*, the institution's quarterly peer-reviewed medical journal, and welcomes submissions from residents. Submit manuscripts via the [ScholarOne online submission portal](#).

Medical Illustrations

Medical Illustrations provides system-wide graphic and design services including preparation of custom PowerPoint presentations, tables, charts, graphs, and design of handouts, brochures, newsletters, patient education materials and interactive PDF layouts. Output of graphic files to meet publication requirements is available.

Poster presentations and exhibits can be prepared to fit meeting site requirements. There are also templates available at [Poster Presentations | Ochsner Health System](#).

Medical Illustrations also prepares signage, certificates, and labels. Large-format printing and mounting as well as digital scanning, file manipulation and photo retouching.

Medical Library

The mission of Ochsner Medical Library is to deliver high-quality information and professional library services at no cost to Ochsner clinical staff, research, education, and administration. We serve the entire system.

Resources

Our collection of high-value materials, specific to biomedical and health care industry research, includes approximately 2,000 e-journals, 1,700 e-books, and 2,100 print books. We subscribe to several evidence-based, clinical decision support databases including:

- AccessMedicine
- ClinicalKey
- CardioSource Plus
- Cochrane Reviews
- ScienceDirect
- DynaMed Plus
- PubMed
- UpToDate

Publishing Services

Hours: 8:00 AM to 5:00 PM, Monday-Friday

Phone: 504.842.3761

Email: publishingservices@ochsner.org

Location: Academic Center, 1st Floor

Medical Illustrations

Phone: 504.842.3757

Email: bsiede@ochsner.org

Location: Academic Center, 1st Floor

Medical Library

Hours: 7:30 AM to 5:00 PM, Monday-Friday

Phone: 504.842.3760

Email: medical.library@ochsner.org

Location: Hospital, 1st Floor

Access to these web-based resources is available from any Ochsner-networked computer. Mobile and offsite access to full-text journals is available with the free BrowZine app. Contact us for instructions on configuring this to your mobile device.

Services and Facilities

Our staff includes medical librarians who can perform literature searches as well as provide assistance for those conducting their own clinical research. Group and individual in-service presentations and training is also available upon request.

Ochsner Medical Library is physically located on the first-floor main hallway between the clinic and hospital. It features study areas, computers, printers, copiers, scanners, and faxing service.

More information is on our website: <https://education.ochsner.org/medical-library>

Dining

The hospital cafés offer a variety of choices, including a deli, grill, soup and salad bar, and hot food. Weekly menus are posted on the [Ochweb](#).

| Clinic Atrium | | |
|----------------------|--|---------------------------------------|
| Bistro 42 | 6:30 – 10:00 AM Breakfast 11:00 AM – 3:00 PM Lunch 4:00 – 8:00 PM Dinner | Sunday – Saturday |
| PJ’s Coffee | 6:00 AM – 8:00 PM 6:00 AM – 2:00 PM | Monday – Friday Saturday – Sunday |
| Hospital | | |
| Southport Café | 6:30 – 10:00 AM Breakfast 11:00 AM – 2:00 PM Lunch | Monday – Friday Closed on Weekends |

Mail Services

Residents are provided mailboxes/slots in specific departments for interoffice mail. **Do not use Ochsner’s address as your primary mailing address.**

A contract post office is available at the Jefferson Highway campus. The hours of operation for the post office are Monday through Friday, 7:00 AM – 3:00 PM. The following services are available:

- Stamp purchase
- First class, priority, and express mailing services
- Certified, registered, and international mailing services
- Postal insurance
- Packages weighing up to 70 lbs. can be mailed

Guest Information & Services

| | |
|---|--|
| Automatic Teller Machines Capital One Bank | Hospital – 1 st Floor, Brent House Lobby, Atrium Lobby – 1 st Floor |
| Blood Bank | Hospital – 1 st Floor |
| Cashiers | Clinic – 1 st Floor |
| Chapel | Hospital – 1 st Floor |
| Gift Shop | Atrium Lobby – 1 st Floor |
| Optical Shop | Atrium Lobby – 1 st Floor |
| Outpatient Pharmacy | Atrium Lobby – 1 st Floor |
| Information Desk | Atrium Lobby – 1 st Floor |

Fitness Centers

The Brent House Fitness Center has standard exercise equipment and locker rooms for employee use and offers access to the outdoor swimming pool. This facility is available to all house staff free of charge. Sign up with the attendant to gain access to the facility with your ID badge.

[Ochsner Fitness Center](#) is located at 1200 South Clearview Parkway and has branches downtown, in Heritage Plaza on Veterans Highway in Metairie, and in Kenner. Ochsner Fitness Center offers a variety of programs and physical activities to maintain a healthy lifestyle. Under the direction of a personal fitness consultant, members can design an individual workout program best suited for their wellness needs. Recreational activities include indoor and outdoor pools, aquatics, racquetball, volleyball and basketball courts, and weight training. The center includes two full-size aerobic studios and houses the Cardiovascular Health Center. Kidsport, an entire facility dedicated to children’s activities, provides fun for youngsters in a noncompetitive environment. **Membership in Ochsner Fitness Center is available to house staff at a discounted rate.**

Philanthropy

The Department of Philanthropy seeks contributions from generous individuals, foundations, and businesses to meet the needs of Ochsner Health System. Philanthropy coordinates all aspects of charitable gift solicitation, acknowledgment, recording, and recognition of donors and also plans special fundraising events. Philanthropic gifts support scientific and educational activities, as well as equipment, facilities, and services important to patient care, medical education, and research.

Pastoral Care

Chaplains provide pastoral, spiritual, and emotional care for patients, families, and staff 24 hours a day, 7 days a week.

Priority care is given to patients and families in the critical care areas (ICU, CCCU, NICU, PICU, and L&D), staff referrals, and patient or family requests. Services include spiritual assessments, grief and bereavement counseling, assistance with advance directives, coping with death and dying, coping with illness and diagnosis, and attendance at all codes and deaths. Chaplains are available to support all employees.

In addition, chaplains and extraordinary ministers of Holy Communion (volunteers) provide sacramental ministry and prayer. Religious readings are available upon request. Our chaplains are trained to offer support to people of all faith groups.

Ochsner’s interfaith chapel is located at the main entrance to the hospital and is open 24 hours a day, 7 days a week.

All Ochsner Residency Review Committees require residents and fellows to complete a research or scholarly activity prior to graduation. It is a regulatory requirement that all research projects involving humans or human data must be in compliance and in accordance with all applicable US Food and Drug Administration regulations, Office of Human Research Protections regulations, and the guidelines set forth in the International Conference on Harmonization Good Clinical Practice document. Therefore, it is Ochsner policy that all residents and fellows complete and pass the online Collaborative Institutional Training Initiative (CITI) training prior to working on research projects involving human subjects.

The following table summarizes the research project process flow that Ochsner residents and fellows are expected to follow, as well as the tools and resources available to them.

| Step | Activity | Tools and Resources |
|------|--|--|
| 1 | Complete CITI training | Register at http://www.citiprogram.org . Contact the Institutional Review Board (IRB) office at 504.824.3535 for assistance with registration. |
| 2 | Select research team | Any Ochsner staff physician may serve as the study's principal investigator. Residents and fellows cannot be the principal investigators of any projects. Residents and fellows may, however, serve as sub-investigators. The Program Director can help with this selection process. |
| 3 | Conduct literature survey | The medical library staff can help with literature searches on pertinent topics. Contact the library staff at 504-842-3760 or infodesk@ochsner.org . |
| 4 | Develop protocol | A protocol template is available at eIRB . Click the Protocol Builder link on the left and look for the User Guide link towards the bottom of the web page. |
| 5 | Request medical editing of protocol | Contact Publishing Services for medical editing services at 504.842.3761 or medicalediting@ochsner.org . |
| 6 | Determine <i>a priori</i> sample size and develop statistical plan | Contact the Office of Biostatistical Support at 504.842.3789 to make an appointment. |
| 7 | Obtain institutional approvals | Request scientific review approval from Dr. Richard Re by emailing him the protocol – rre@ochsner.org |
| 8 | Submit IRB application | Register at https://eirb.ochsner.org by selecting the "Request New Account" link on the middle on the webpage. Create and submit a new application. An IRB study submission guide is available here . |
| 9 | Submit to OSP | Contact OSP at osp@ochsner.org for studies with an informed consent, with funding and/or with a contract or agreement. |
| 10 | Present to IRB | If the IRB Chair assigns a full-panel review, you will be required to physically present the research project at a panel meeting. |
| 11 | Obtain IRB approval (or exemption and approval from OSP) | Conduct of the research project can begin now in accordance with the IRB-approved protocol and stipulations. |
| 12 | Perform data analysis | Contact the Office of Biostatistical Support at 504-842-3789 to make an appointment. |
| 13 | Develop data report | Contact Publishing Services for medical editing and poster development services at 504-842-3761 or publishingservices@ochsner.org . |
| 14 | Disseminate research data (paper, poster, presentation, etc) | Contact Publishing Services for medical editing and poster development services at 504-842-3761 or publishingservices@ochsner.org . |

NEW INNOVATIONS RESIDENCY MANAGEMENT SYSTEM

Ochsner uses a web-based Residency Management System (RMS), developed by New Innovations, which unifies program and resident information into a centralized data warehouse. The RMS allows Programs and GME Administration to manage tasks, scheduling, reporting and to perform program management and oversight through a single common interface.

The RMS includes the following electronic functions with tasks you will be required to perform:

- Schedules
- Evaluations
- Duty Hours
- Conferences
- Case Logs – Some programs are required to log procedures in the ACGME system.
- Case Logs – High Risk Procedure and Procedural Sedation Competence is reflected for all.
- Portfolio/Milestones/Scholarly Activity

Some responsibilities, such as timely completion of evaluations and recording of duty hours, are considered important indicators of professionalism. Appropriate completion of all requirements, as established by your program and by GME Administration, will be reflected in evaluations of your performance.

WEB APPLICATION LINKS

[ACGME Case Log System](#)

[EGENCIA](#)

[IHI Open School](#)

[New Innovations](#)

WEB APPLICATION LINKS

[Accreditation Council for Graduate Medical Education \(ACGME\)](#)

[American Board of Medical Specialties \(ABMS\)](#)

[Drug Enforcement Agency \(DEA\)](#)

[Educational Commission for Foreign Medical Graduates \(ECFMG\)](#)

[Federation of State Medical Board \(FSMB\)](#)

[Louisiana State Board of Medical Examiners \(LSBME\)](#)

[Louisiana Board of Pharmacy \(LBP\)](#)

[National Plan and Provider Enumeration System \(NPPES\)](#)

[National Resident Matching Program \(NRMP\)](#)

[United States Medical Licensing Examination \(USMLE\)](#)

APPENDIX A: TRAINING PROGRAMS

Residencies

- Anesthesiology
- Diagnostic Radiology
- Internal Medicine
- Neurology
- Obstetrics & Gynecology
- Orthopaedic Surgery
- Pediatrics (Joint program with Tulane)
- Podiatry (CPME accredited)
- Psychiatry (Joint program with LSU-NO)
- Surgery

Fellowships

- Adult Cardiothoracic Anesthesiology
- Cardiovascular Disease
- Clinical Cardiac Electrophysiology
- Colon & Rectal Surgery
- Critical Care Anesthesiology
- Endocrinology
- Gastroenterology
- Heart Failure & Transplant
- Hematology & Medical Oncology
- Infectious Disease
- Interventional Cardiology
- Maternal-Fetal Medicine
- Nephrology
- Obstetric Anesthesiology
- Orthopaedic Sports Medicine
- Pain Medicine (Multidisciplinary)
- Rheumatology
- Thoracic Surgery
- Vascular Neurology
- Vascular Surgery

| Joint Ochsner/LSU Programs | | | |
|-----------------------------------|--------------------|------------------|---------------------|
| DEPARTMENT | NAME | TITLE | PHONE NUMBER |
| Psychiatry | Trent Desselle, MD | Program Director | 24178 |
| | Beth Sekinger | Program Manager | 24178 |
| | | | |

| Joint Ochsner/Tulane Program | | | |
|-------------------------------------|-------------------|------------------|---------------------|
| DEPARTMENT | NAME | TITLE | PHONE NUMBER |
| Pediatrics | Joan Griffith, MD | System Chairman | 23900 |
| | Barry Starr, MD | Program Director | 23900 |