


PEDIATRICS RESIDENCY PROGRAM OPPORTUNITIES TO GIVE FEEDBACK AND/OR REPORT CONCERNS

We strive to have a culture where you feel free to voice your concerns and make recommendations about our program without fear of retribution or retaliation. We want and need your feedback to improve! This is your program and we feel strongly that the best ideas come from residents. In most cases this can be effectively accomplished by communicating with the chief residents, program director, or core faculty. However, we recognize that there may be situations where someone may desire a greater sense of privacy or being anonymous. We have provided multiple mechanisms in this table for trainees to report problems or concerns anonymously.

Resource	Description	Anonymous?	Contact Information
Program Leadership	Any member of the program leadership is available to receive feedback about the program and/or to hear concerns at any time.	Possible, if requested	Chief Residents: CPT Brittany Bumgardner chief.resident@nccpeds.com Program Director: LTC Jenn Hepps jennifer.hepps@usuhs.edu Associate Program Directors: MAJ JP Schacht, Maj Rich Zanetti, CAPT Greg Gorman, Dr. Cassie Carr- john.p.schacht.mil@mail.mil , richard.c.zanetti.mil@mail.mil , gregory.gorman@usuhs.edu , cassandra.carr2.civ@mail.mil
Program Coordinators	Our Program Coordinators are here to support you and help connect you with resources.	Possible, if requested	Lead Program Coordinator: Ms. Theresa Kiefer, theresa.kiefer@usuhs.edu Program Support Assistant: Ms. Lauren Schroeder, lauren.schroeder@usuhs.edu
Program Education Committee (PEC) Representatives	PEC meets 4-6x per year with program leadership to discuss resident concerns and ideas for program and rotation improvement. Your class reps can bring anonymous issues to this meeting.	Possible, if requested	Class of 2023: Billy Bennett and Elise Reddington Class of 2024: Maggie Hasler and Bailey Howard Class of 2025: Nicole Martin and Colin McNamara
Anonymous Program Survey	Anonymous comment line for you to provide direct, instant feedback to the NCC Pediatric Program Leadership	Yes	https://forms.gle/1WsrCuGjjiH1mCh6 Or scan the QR code 
Housestaff Meeting	Monthly opportunity to discuss issues as a program and give feedback directly to chief residents and PD.	No	N/A
Reverse Education Meeting	Monthly opportunity to give feedback about faculty and fellows. These sessions are run by the PEC representatives, who collate the feedback into reports using wording to help maintain anonymity. The PEC representatives meet with the PD to discuss so the feedback can be given directly to staff.	Possible, if requested	See PEC representatives contact information, above.
GME Leadership	GME Leadership at WRNMMC is available to discuss any concerns specific to GME.	Possible, if requested	Dr. Maureen Petersen: maureen.m.petersen.mil@mail.mil Dr. Alexandra Rosenberg (A): alexandra.p.rosenberg.mil@mail.mil Dr. Susan Whiteway (A): susan.l.whiteway.mil@mail.mil Dr. Megha Joshi (N): megha.r.joshi.mil@mail.mil Dr. Amy Hildreth (N): amy.f.hildreth.mil@mail.mil
NCC Leadership	Our program is sponsored by and operates under the authority of the National Capital Consortium (NCC). Dr. Curtis is the executive director of the NCC and is available for any concerns or problems that cannot be resolved at local levels.	Possible, if requested	Dr. Jerri Curtis: jerri.curtis.civ@mail.mil
NCC Trainee Helpline	The NCC Trainee Helpline provides trainees the ability to electronically send information anonymously to Dr. Curtis at their convenience, day or night without scheduling an appointment. This is a secure site hosted by EthicsPoint, and independent agency that is not part of the NCC or USU website / intranet.	Yes	URL: https://secure.ethicspoint.com/domain/en/report_company.asp?clientid=27071 Write down the passcode and report key if you want to review / amend later.
NCC Ombudsman	A neutral third party skilled in assisting trainees with resolving issues or problems and recommending resources. This individual is not in the military chain of command or associated with any specific training program.	Yes	Schedule an appointment by calling (301) 319-0709, M-F 0700-1530 Ms. Stephenye Tyler: stephenye.tyler@usuhs.edu