

## Report on Medicare Compliance Volume 32, Number 12. March 27, 2023

### Employee Quiz on Reporting Concerns to the Right People

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By Nina Youngstrom

The compliance team at Trinity Health, a system based in Livonia, Michigan, is using both education and a new human resources (HR) incident reporting module in its compliance reporting database, to encourage employees to report complaints to the right departments—whether it's compliance, HR, patient safety, risk management or others (see story, p. 1).<sup>[1]</sup> The education component included distributing a newsletter article about the appropriate person for employees to call with various concerns accompanied by the quiz below. Contact Jennifer Munro, manager of integrity & compliance, education, communication and the hotline system, at [munrojl@trinity-health.org](mailto:munrojl@trinity-health.org).

### Where to Go for Help Quiz

For each question, please select the BEST answer. What's important is to report your concerns, but it's always good to ask the best person from the start.

1. A colleague who works next to you consistently brings in food for lunch that has a strong order that bothers you. Whom should you speak to first?

- A. The colleague
- B. The colleague's manager
- C. Human Resources
- D. The Integrity & Compliance Line
- E. Your Integrity & Compliance Officer

2. You think your job at a competing organization might be a conflict of interest. With whom should you discuss this?

- A. Your manager
- B. Human Resources
- C. A fellow colleague
- D. The Integrity & Compliance Line
- E. Your Integrity & Compliance Officer

3. You are a leader, and a colleague tells you he accidentally gave a patient the wrong discharge papers. Whom should you report this to?

- A. Your vice president
- B. Human Resources
- C. **Your Privacy Official**
- D. The Integrity & Compliance Line
- E. Your Integrity & Compliance Officer

4. You believe the surgery department is providing tubal ligations and violating Catholic Ethical and Religious Directives. Whom should you report this to?

- A. VOICE reporting system
- B. Human Resources
- C. Your pastor
- D. **Mission and Ethics**
- E. Your Integrity & Compliance Officer

5. Your supervisor is always telling you that you are not being productive enough and you are making too many mistakes. You feel as though she is picking on you and you're so stressed you feel you can't speak to her, and you don't want to come to work. Whom should you talk to?

- A. A colleague
- B. **Human Resources**
- C. Mission and Ethics
- D. Your Integrity & Compliance Officer
- E. The Integrity & Compliance Line

6. You believe the organization is improperly paying physicians for referrals. You want to report this but want to stay anonymous. Whom should you call?

- A. A colleague
- B. Human Resources
- C. Mission and Ethics
- D. Your vice president
- E. **The Integrity & Compliance Line**

7. You witness a patient falling in his room after attempting to use the restroom on his own. You immediately assist the patient. Where should you report the fall?

- A. A colleague

- B. Human Resources
- C. Mission and Ethics
- D. **VOICE reporting system**
- E. The Integrity & Compliance Line

8. You receive an email asking for salary information for your department from an email that looks like your vice president, but it says “external” and there are several spelling errors. Where should you report this?

- A. **Enterprise Information Security using the Outlook “report message” button**
- B. Your Privacy Official
- C. The Integrity & Compliance Line
- D. Human Resources
- E. Finance

9. You slip and fall in your department hallway and break your wrist. Where do you report this?

- A. Local police department
- B. VOICE reporting system
- C. Integrity & Compliance Line
- D. Environmental Services
- E. **Trinity Health work-related incident reporting, THEIR**

10. You have questions about whether a procedure is being billed correctly and according to regulations. Whom should you discuss this with?

- A. Your vice president
- B. Human Resources
- C. Your Privacy Official
- D. The Integrity & Compliance Line
- E. **Your Integrity & Compliance Officer**

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