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Teaching Employees Where to Report Concerns

By Nina Youngstrom

Trinity Health distributed this newsletter article to remind employees where to go with their complaints depending on the circumstances (see story, p. 1).^[1] Contact Jennifer Munro, manager of integrity and compliance, education, communication and the hotline system, at munrojl@trinity-health.org.

Find Help With Integrity Issues or Concerns

One of the questions we have in our Trinity Health Colleague Engagement Survey asks: “When I have to address an ethics, compliance or integrity issue, appropriate resources are available to me.” The Code of Conduct can help you find these resources.

The Trinity Health Code of Conduct lists several resources:

- **Your Supervisor or Manager** – This is usually the best place to start because they understand the work you do.
- **Another or Higher-level Manager** – If you are not comfortable asking your supervisor or do not agree with their advice, you may discuss this with another manager.
- **Human Resources** – You may always talk to staff and ask for problem-solving advice and assistance on issues involving interpersonal relationships or other “people” issues.
- **Mission/Ethics/Pastoral Care staff** – Certain issues may be appropriate to address with these staff members.
- **Clinical Care/Risk Management/Medical Staff Affairs/VOICE** – Matters involving patient care and clinical concerns may be discussed through these options.
- **Safety Department** – Workplace safety or protection issues could be addressed by this resource.
- **Privacy/Security Officer** – Questions about use and/or protection of patient and business information could be asked of these staff.
- **Integrity & Compliance Officer** – You are encouraged to contact your Integrity & Compliance Officer for assistance with any integrity questions or concerns.
- **Integrity & Compliance Line** – You are encouraged to use one of the resources listed above for help with any integrity related questions or concerns; however, if you are not comfortable with those resources or still have an unresolved question, you can contact the Trinity Health Integrity & Compliance Line and file a report (866-xxx-xxxx or <http://www.mycompliancereport.com>, access code = THO).

Remember, the most important thing you can do if you’re looking for some direction is to keep talking about it and asking questions until you are comfortable with the answer.

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