



REPORTING CONCERNS

The University of Hawaii John A. Burns School of Medicine (JABSOM) as Sponsoring Institution, and Hawaii Residency Programs, Inc. (HRP), Hawaii Pacific Health Medical Group, and Queen's University Medical Group as employers of GME learners (employers), have committed to providing an educational and work environment for our residents/fellows that is safe, professional, and supportive. We are committed to listening to and addressing concerns in a manner that is protected and without intimidation or retaliation. UH JABSOM and all employers also have instituted non-discrimination policies and procedures for the handling of complaints of discrimination, including harassment, as well as policies that protect whistleblowers and prohibit retaliation (additional information at <https://jabsom.hawaii.edu/admin/afotitleix/> and HRP Resident Handbook).

When concerns are expressed without anonymity, JABSOM and the employers commit to handling matters raised to their attention in as confidential a manner as possible.

Residents/fellows are encouraged to first contact their Program Director, Associate Program Director or Program Administrator with concerns as appropriate, with the understanding that JABSOM and the employers provide multiple other avenues for residents/fellows to report concerns, as noted below. JABSOM and the employer will work together when appropriate to address concerns that affect residents/fellows as both learners and employees.

Opportunities to Raise Concerns:

1. **Graduate Medical Education (GME) Anonymous Feedback:** Residents, fellows, and faculty can use the **anonymous feedback link** on the University of Hawaii, John A. Burns School of Medicine Graduate Medical Education website as well as the New Innovations home page. Concerns are directly forwarded to the Office of the Designated Institutional Official (DIO), then addressed with relevant parties (Program, Department, other). The ODIO and/or GME Administrator is responsible for tracking the progress and resolution of each concern and presenting it for discussion at the Graduate Medical Education Committee (GMEC) as applicable.
2. **Program, Department, and Central Administration Leadership:** Residents/fellows may discuss their concern(s) with the Chief Resident, Resident representative to the GMEC (Resident Leadership Forum Representative), faculty advisor, Program Director, Department Chair, the Office of the DIO (DIO, Deputy DIO, Assistant DIO, HRP Executive Director, GME Administrator), JABSOM Associate Dean for Academic Affairs or the Dean. Confidential and anonymous reporting mechanisms within Programs are also available, such as locked suggestion boxes.

Sponsoring Institution Leadership and Resources:

1. The **JABSOM Ombudsman** is available as a confidential, independent, and neutral resource to assist in resolving any concerns. The ombudsman offers a safe place, completely separate from the clinical learning environment, to discuss and mediate concerns without fear of retaliation.
2. The **JABSOM Deputy Title IX coordinator, the University of Hawaii at Manoa Title IX Office, and/or the University of Hawaii at Manoa Confidential Advocate** are available if your situation involves sex or gender-based discrimination or harassment.
3. The **University of Hawaii maintains a “Whistleblower Hotline”** to report any fraud, waste, abuse, or other conduct you believe is in violation of the University’s policies or other laws, rules, or regulations. An outside confidential reporting service, EthicsPoint, is available 24/7 as an anonymous way to report these concerns: (855) 874-2849 or via their secure Web site.

Resident Leadership Forum

Each program has a **Resident Leadership Forum (RLF) representative**, elected by the residents and fellows annually. Two RLF representatives are elected to chair the RLF. The RLF representatives are available to field private concerns any time and forward these to appropriate GMEC leadership. The RLF meets before most GMEC meetings, both alone and in conjunction with the ODIO. The RLF Chairs present resident/fellow issues at the GMEC.

Patient Safety Event Reporting System

Reporting of clinical concerns and patient safety events (PSE) is encouraged through the health care systems’ confidential reporting system. **The Queen’s Health Systems and Hawaii Pacific Health use the RL system**, continuously available through the electronic health record (Epic). Each system and other hospital sites have additional PSE reporting mechanisms in addition to the RL system (i.e., hotlines). Please refer to the hospital intranet for more information. Residents/fellows may also contact their Program Director or site-specific director of education.

Peer Support Program

The **Queen’s Medical Center (QMC) Ho’omau Care4U** program is available to all physicians at QMC. This program promotes resiliency and assists physicians in recovering from the negative effects of stress due to unusually stressful events (e.g. adverse patient event) or chronic stressors. Contact Queen’s Physician Professional Development & Wellness or the ODIO to coordinate physician outreach to the affected physician.

Hawai’i Pacific Health (HPH) offers its ‘Caring for You’ resources to all physicians at HPH recovering from the negative effects of stress due to unusually stressful events (e.g., adverse patient event) or chronic stressors. Contact HPH’s Director of Physician Wellbeing to coordinate outreach to the affected physician.

HRP, HPH, or Queen's Mechanisms

Residents/fellows are both learners and employees. As employees they should avail themselves of other reporting mechanisms that are offered by their employer. JABSOM and the employer will work together to address concerns that affect residents/fellows as both learners and employees.

HPH Additional Reporting Mechanisms

At HPH, professionalism concerns should be reported through the hotlines below (and not through the RL system). The Performance Improvement Hotline (808) 983-8211 is monitored by the HPH Medical Staff Office and is available for reporting physician practice or professionalism concerns. The Compliance Hotline 1-888-274-3832 (toll free, 24/7) or accessible online via MyComplianceReport.com ([instructions](#)) are available for anonymous reporting.

QMC Additional Reporting Mechanisms

AT QMC, it is strongly preferred that all concerns, including those related to professionalism, are reported through the RL system. Concerns may also be directed to 808-691-7548 or via email compliance@queens.org. The QMC Confidential Hotline 1-800-246-2768 (toll free, 24/7) is also available as an anonymous additional or alternate reporting mechanism.