

Policy Name:	Mechanisms for Confidential Reporting		
Section #:	11-001	Section Title:	
Approval Authority:	GMEC	GMEC Approved:	8/25/2022
Responsible Executive:	DIO	Revised:	08/26/2024
Responsible Office:	Office of Clinical and Health Affairs, Rutgers Health	Contact:	Institutional Coordinator

1. Reason for Policy

To establish compliance that meets Rutgers, state, federal, and accreditation regulations

2. Applicable ACGME Institutional Requirements

IV.B., IV.C

3. Resources

- i. Accreditation Council for Graduate Medical Education Institutional Requirements
- ii. Accreditation Council for Graduate Medical Education Common Program Requirements
- iii. Committee of Interns and Residents (CIR) Collective Bargaining Agreement
- iv. Rutgers University Policies
- v. Robert Wood Johnson Barnabas Health System Policies
- vi. New Jersey Board of Medical Examiners
- vii. American Board of Medical Specialties

4. Scope

The scope of this policy applies to all residents and fellows participating in accredited Rutgers Health post-graduate training programs (i.e., residencies or fellowships), accredited by the Accreditation Council for Graduate Medical Education (ACGME), who hold a Resident or Fellow appointment. Residents and Fellows are hereafter referred to as “Residents”. The Rutgers Health policy described here applies to all residents of Rutgers Health. Further details related to this policy, as applicable to the existing legacy residents bound by and limited by the policies and procedures originating from the programs in which they were originally contracted, may be found, and defined by the following Rutgers Health training program policies associated with

- New Jersey Medical School Graduate Medical Education & CIR MOU
- Robert Wood Johnson Medical School Graduate Medical Education & CIRMOU
- Community Medical Center Graduate Medical Education
- Cooperman Barnabas Medical Center Graduate Medical Education
- Jersey City Medical Center Graduate Medical Education & CIR MOU
- Newark Beth Israel Graduate Medical Education
- Monmouth Medical Center Graduate Medical Education
- Robert Wood Johnson University Hospital -Somerset
- Trinitas Regional Medical Center Graduate Medical Education

5. Policy

- I. Mechanisms by which residents can report a safety concern, or a professionalism concern
 - a. At the Rutgers Health Sponsoring Institution Level
 - i. The following resources are available to any staff or learner to report a safety concern:
 1. [Rutgers Health Anonymous Reporting Link](#)
 2. The Rutgers Helpline at 833-RU-ETHICS (833.783.8442) ([Rutgers Compliance Helpline](#))
 3. Rutgers Health GME Sponsoring Institution Ombuds (<https://rutgershealth.org/education-training/graduate-medical-education>)
 4. RWJBH Health System Corporate Compliance Hotline: 1-800-780-1140
 5. RWJBH [Health System Corporate Compliance Reporting Link](#)
 6. Confidential incident reporting system at all hospitals with specific tools to report workplace unprofessionalism behavior
 7. The Committee on Interns and Residents (CIR) Resources (house staff union)
 - b. At the Robert Wood Johnson Barnabas Health System Hospitals
 - i. Staff, residents, and faculty may report safety concerns online through the Converge system or via dedicated Patient Safety Hotline. Complaints can be made anonymously, or user identified. All complaints made by or involving a resident are reported to the Chief Academic Officer and Program Director/Site Director. There is a daily safety briefing, and a member of the GME team reports safety concerns on the hospital-wide call every morning. Data and outcomes from complaints to Converge and the Patient Safety Hotline are also reviewed at the hospital specific GME Council Subcommittees. Root cause analyses are often scheduled, with a resident representative from each specialty involved in the adverse outcome required to attend.
 - c. At affiliate sites:
 - i. At all sites, staff, residents, and faculty may directly report complaints to program leadership, faculty, and hospital administration. They may also contact the local Associate Dean for Graduate Medical Education and/or Chief Academic Officer, the Ombudsperson (where available), resident delegates to the local Graduate Medical Education Council, and union delegates when appropriate. Resident representatives may serve on the Quality Councils at each hospital and are encouraged to raise issues based on their experiences in the clinical learning environment.
- II. Mechanisms by which residents can report inadequate supervision
 - a. All Rutgers Health residents are encouraged to report inadequate supervision in the clinical learning environment. There are multiple avenues that residents can use from program specific mechanisms to hospital and institutional-wide mechanisms:
 - i. Notify the Chief Resident(s) who can then call supervising faculty member, site director, or program director, depending on the situation
 - ii. Notify the Site Director
 - iii. Notify the Program Director

All policies are subject to amendment. Please refer to the Rutgers Health Graduate Medical Education department for the official, most recent version.

- iv. Notify the Department Chair
- v. Notify the local Associate Dean or Chief Academic Officer
- vi. Notify the Designated Institutional Official
- vii. Notify delegates to Resident Council or Resident Union, where applicable
- viii. Faculty Evaluations by the Residents – residents can anonymously report supervision issues about specific faculty members as necessary
 - ix. Rutgers Health Resident Council Townhalls
 - x. Incident reporting systems throughout the various hospitals
 - xi. Anonymous GME Reporting Links in New Innovations
 - xii. [Rutgers Health Anonymous GME Reporting Link](#)
- xiii. The Rutgers Helpline at 833-RU-ETHICS (833.783.8442) ([Rutgers Compliance Helpline](#))