

Policy Name:	Mechanisms for Confidential Reporting		
Section #:	3.6	Section Title:	Clinical Learning Environment
Approval Authority:	GMEC	GMEC Approved:	8/25/2022
Responsible Executive:	DIO	Revised:	8/26/2024, 10/17/2025
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

3.2 The Learning and Working Environment

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. New Jersey Board of Medical Examiners
- vi. American Board of Medical Specialties

4. Scope

The scope of this policy applies to all residents and fellows in training at Rutgers Health.

5. The Policy

- i. Mechanisms by which residents can report a professionalism or clinical learning environment concern exist across multiple avenues and institutional levels. At any time, any resident has access to several protected options for reporting concerns, ensuring confidentiality and safeguarding against retaliation.
 - A. At the Robert Wood Johnson Barnabas Health System Hospitals
 - a. Staff, residents, and faculty may report professionalism or learning environment concerns online through the event reporting 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 the event reporting system and the Patient Safety Hotline are also reviewed at the hospital specific GME Councils. Root cause analyses are often scheduled, with a resident representative from each specialty involved in the adverse outcome required to attend.
 - B. At other affiliate sites:
 - a. At all sites, staff, residents, and faculty may directly report complaints to program leadership, faculty, hospital administration, and the event reporting systems. They may also contact the local Associate Dean for Graduate Medical Education and/or Chief Academic Officer, the Ombudsperson, 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.

C. At the Rutgers Health Sponsoring Institution Level

- a. The following resources are available to any staff or learner to report a professionalism or learning environment 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
 4. RWJBH Health System Corporate Compliance Hotline: 1-800-780-1140
 5. [RWJBH Health System Corporate Compliance Reporting Link](#)
 6. Confidential event reporting system at all hospitals with specific tools to report unprofessional workplace behavior
 7. The Committee on Interns and Residents (CIR) Resources (house staff union)

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:
 - a. Notify the Chief Resident(s) who can then call supervising faculty member, site director, or program director, depending on the situation
 - b. Notify the Site Director
 - c. Notify the Program Director
 - d. Notify the Department Chair
 - e. Notify the local Associate Dean or Chief Academic Officer
 - f. Notify the Designated Institutional Official
 - g. Notify delegates to Resident Council or collective bargaining unit where applicable
 - h. Faculty Evaluations by the Residents – residents can anonymously report supervision issues about specific faculty members as necessary
 - i. Rutgers Health Resident Council Townhalls
 - j. Incident reporting systems throughout the various hospitals
 - k. Anonymous GME Reporting Links in New Innovations
 - l. [Rutgers Health Anonymous GME Reporting Link](#)
 - m. The Rutgers Helpline at 833-RU-ETHICS (833.783.8442) (Rutgers Compliance Helpline)