

Resident's Guide to Reporting Problems and Concerns

START

Is the concern related to a patient safety event or near miss?

No

Yes

Report via the appropriate hospital reporting system:

- UCH: RL Solutions (RL) – Epic or patient safety line 720.848.9427
- DHMC: STARS– DHMC Desktop icon or contact Dept. of Safety Quality (ext. 22783) or Risk Management (ext. 24930)
- CHCO: Quality and Safety Reporting (QSRS) – Epic
- VA: Joint Patient Safety Report (JSPR) – VA Intranet Home page or patient safety hotline ext 17233

Did you experience discrimination, harassment or sexual misconduct?

No

Yes

From a patient/family member?

Notify Nurse Unit Manager or Charge Nurse

From someone else?

Contact the Anschutz Medical Campus [Office of Equity](#) 303.315.2567 equity@ucdenver.edu [What happens next](#)

Did you experience an unprofessional interaction?

No

Yes

With a faculty member?

Contact your program director or [Office of Faculty Relations \(OFR\)](#) 303.724.4776 FacultyRelations@cuanschutz.edu [What happens next](#)

With another resident or student?

Contact your program director or site director or [OFR](#)

With nursing or other hospital staff?

Discuss with Charge RN or Unit Manager
UCH: [RL Solutions](#) online reporting (from UCH computer)
DHMC: [Values line](#) 1.800.273.8452
CHCO: [Ethics Point](#) hotline 866.568.5420
VA: Contact your residency program's site director

Do you have a concern about a resident policy or violation of a GME policy? (leave, vacation, etc)

No

Yes

Contact your Program Director, or escalate to [Division Head or Dept Chair](#), or [Housestaff Association](#)

If no resolution, contact Designated Institutional Official (DIO) in GME, [Dr. Carol Rumack](#)

Do you have a concern about scheduling/call or inadequate supervision?

No

Yes

Contact your Chief Resident or Program Director or Associate PD, or escalate it to your [Division Head or Department Chair](#) or [Housestaff Association](#)

If no resolution, contact the DIO in GME, [Dr. Carol Rumack](#)

Do you have a concern about the wellness or mental health of another resident, a faculty member, or a medical student?

No

Yes

Concerned about a resident? Contact the resident's PD.
Concerned about a student? Contact the CARE Team (Campus Assessment, Response & Evaluation Team) - 303.724.8488 - shareaconcern@ucdenver.edu
Concerned about a faculty or staff member? Contact the FAST Team - 303.315.0182 - FacultyStaff.Assessment@ucdenver.edu

Is your concern not listed above?

See next page for options

Resources within your department

- ⇒ Chief Resident
- ⇒ Program Coordinator
- ⇒ Mentor/Advisor
- ⇒ Attending
- ⇒ Site Director
- ⇒ Program Director/Associate PD
- ⇒ Division Head
- ⇒ Chair

School of Medicine

Graduate Medical Education

Confidential reporting resource

Associate Dean for Graduate Medical Education
ACGME Designated Institutional Official (DIO)

303.724.6027

Carol.Rumack@cuanschutz.edu

Housestaff Association

Confidential reporting resource

303.724.3039

Andrew.Nome@cuanschutz.edu

***Anonymous** reporting—disclosing that you have been the victim of an incident without providing your identity or requesting any specific action—is not used by OFR or the Office of Equity because it is important to validate and ask follow up questions in order to address the concern.

School of Medicine

Office of Diversity and Inclusion

The Office of Diversity and Inclusion will keep conversations **confidential** unless imminent harm or danger is present or if compelled by a court of law.

303.724.9317

Shanta.Zimmer@cuanschutz.edu

Amira.Delpino-

Jones@cuanschutz.edu

Office of Equity & Compliance

If you feel you require accommodation for a disability, please contact the University's ADA Coordinator. If you have concerns regarding discrimination, please contact the University's Office of Equity and Compliance. **303-315-2567**

HR.ADACoordinator@cuanschutz.edu

Student and Resident Mental Health Clinic (SRMH)

Visits to SRMH Clinic are **confidential**. Any records maintained by SRMH are not part of your administrative records.

303.724.4716

smhservice@ucdenver.edu

Anschutz Medical Campus

Office of Faculty Relations

OFR is **not** a **confidential** resource. The information provided to their office is considered private. Information will only be disclosed as required by the legitimate needs of the assessment and/or university policy (e.g. sexual harassment). Retaliation is not tolerated.*

303.724.4776

FacultyRelations@cuanschutz.edu

Office of Equity

The Office of Equity is **not** a **confidential** resource. The information provided to their office is considered **private**; they operate on a need-to-know basis in order to assist in the active review, investigation, resolution of the report, and related issues.*

303.315.2567

equity@ucdenver.edu

Ombuds Office

The Ombuds Office will keep conversations

confidential unless imminent harm or danger is present or if compelled by a court of law. The Ombuds Office coaches residents on options available, but does not formally investigate.

303.724.2950

Melissa.Connell@cuanschutz.edu

