

DILEY RIDGE MEDICAL CENTER

SUBJECT: INTEGRITY AND COMPLIANCE: REPORTING OF INTEGRITY, QUALITY, SAFETY & PRIVACY CONCERNS

RESPONSIBLE PERSONS: Diley Ridge Medical Center Management, Integrity and Compliance Officer, Medical Staff, Board members, Associates, Contracted Services

POLICY:

1. It is the responsibility of all care and service providers associated with the Diley Ridge Medical Center to seek clarification or to report any safety, quality, privacy, or integrity compliance concerns and to be knowledgeable of the various mechanisms available for reporting.
2. No one is allowed to retaliate against an individual reporting a concern in good faith. Retaliation is subject to disciplinary action.
3. Questions or reports may involve possible violations of the law, patient privacy, information security breaches, regulations, policies or procedures or patient safety and quality concerns.
4. The avenues available for reporting concerns listed in this policy will also be posted in areas easily accessible by staff.

PROCEDURE:

1. The following process is encouraged, but the steps do not have to be done consecutively. Any step can be done independent of the others.
 - Contact **immediate manager/supervisor**
 - If not comfortable asking a manager/ supervisor or if not satisfied with the advice received, contact **Diley Ridge Medical Center Administrator**
 - Call the **Local Integrity and Compliance Officer**/<http://insight.co.trinity-health.org/icp/>
 - Call the **Trinity Health 24-hour Integrity Hot Line** (Toll Free 1-866-477-4661)
2. Safety or quality concerns may be reported only in writing to **The Joint Commission**.
 - **E-Mail:** complaint@jointcommission.org;
 - **Fax:** Office of Quality Monitoring (630) 792-5636 or
 - **Mail:** Office of Quality and Patient Safety Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181

CHE Trinity Health Integrity Hotline: A separate corporation that monitors hot lines for government, private and public organizations maintains the Organization Integrity Hot Line. The staff is *not* employed by CHE Trinity Health. As such, Hot Line callers will not be speaking with someone from Trinity Health. The Hot line does not use caller ID. All calls are treated confidentially and callers may remain anonymous if they so choose. Anonymity may affect the ability for follow up and resolution of the issue. These hotline reports are then forwarded to the Integrity Officer, or designee, for investigation and resolution.

REFERENCES: Standards of Conduct; Integrity and Compliance Program

SPECIAL COMMENTS:

Contracted Integrity and Compliance Officer will assist Diley Ridge Medical Center in fulfilling the above policy requirements.

DEVELOPED BY: Diley Ridge Medical Center Steering Committee

ORIGINAL DATE: 9/09

REVIEW DATE:

REVISION DATE:

REPLACES:

REVIEWED BY: Diley Ridge Medical Center Steering Committee

APPROVAL FOR IMPLEMENTATION BY: _____ Diley Ridge Medical Center Board of Directors

DATE: 10/09

REVIEWED BY: President and COO; Organizational Integrity Officer

REVIEW DATE: 10/11; 7/14

REVISION DATE: 7/14