

# Accountability Management System

## FAQ

### When I submit a report, who has access to it?

When a report is submitted by a student, faculty, or staff, it is directed to designated School of Medicine personnel. The report will be reviewed only by the designated person charged with addressing student, faculty or staff concerns. It is not shared with anyone who is not on the 'need to know' workflow, and it is not shared widely within any office.

Person submitting report	Initial individual receiving report
Medical Student	Director, Student Affairs, SOM
Physician Assistant Student	Director, Student Affairs, SOM
Masters of Science in Anesthesia Student	Director, Student Affairs, SOM
MSTP Student	During MD education, Director, Student Affairs, SOM During PhD education, Director of Career & Professional Development
Graduate Student (Masters, Doctoral, Post Doc)	Director of Career & Professional Development
Faculty	Assistant Dean of Faculty
Staff, Research Associates and Research Scientists	Human Resources

### Can I designate specific people I do not want to have access to my report?

Yes, you can specify the names of people you do not want to have access to your report.

### What happens on the back end when I submit a report?

The report is reviewed by the designated person in the appropriate office (see chart above). If you indicate the report is not anonymous AND that you wish to be contacted, you will be contacted within 48 hours. You may share more information and, importantly, receive resources for your well-being. The report will then be routed to the designated reporting person on the respondent side, with the purpose of providing education and action when indicated.

### **What are the upsides/downsides of reporting anonymously?**

An anonymous report alerts us to challenges that you might experience. Unfortunately, an anonymous report does not allow us to obtain detailed information about an incident and, importantly, does not allow us to contact you to provide support for your wellbeing. The report will still help track areas where there are lapses in professionalism in the learning and working environment and can inform training to improve the culture of our school.

### **Will there be a dashboard of reports?**

At regular intervals, the portal will display a dashboard of the aggregate number of reports submitted by students, faculty, and staff and global outcomes.

### **How can you ensure that I won't be retaliated against if I submit a report?**

The School of Medicine has zero tolerance for retaliation.

For medical students, you have the option to submit a report to be viewed only after completion of a rotation.

For staff and faculty, the non-retaliation and whistleblower policy states:

Whistleblower protections are provided against retaliation. University employees are prohibited from retaliation against or any form of harassment of an individual who reports a concern in good faith. Any employee who engages in retaliation or harassment against a reporter may be subject to corrective action, up to and including termination. This includes but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation reductions, poor work assignments, or threats of physical or mental harm. Any whistleblower who believes they are being retaliated against must contact Employee Relations or the Integrity Hotline immediately so that the university may take appropriate action.

Please notify the Office of Equity if you feel you have been retaliated against because of a report you submitted.

### **How does SOM define mistreatment and neglect?**

Mistreatment and neglect are a violation of [professionalism](#). CWRU seeks to maintain a workplace free of harassment and violence. The University expects all employees to exhibit professionalism in communications and behavior. Professional communication and behavior is the only acceptable form of interaction on campus and in related university business settings. Every employee is expected to conduct themselves in a manner that is a positive reflection of the university. When differences of opinion occur, only constructive, legitimate, and respectful forms of communication are considered appropriate. Rude or un-businesslike behavior is not permitted.

While not an exhaustive list, the university does not condone the following behaviors in the workplace:

- shouting, raised voice, yelling, or screaming;
- threatening language or implicit threats (such as “you’ll be sorry” or “this isn’t over”);
- abusive, degrading, disparaging, or demeaning comments;

- profane, vulgar, or offensive language;
- sexual, racial, or religious jokes or innuendo;
- discriminatory or harassing behavior or language;
- inappropriate physical contact, fighting, and/or horseplay;
- threats or similar intimidating behavior, as reasonably perceived by the recipient (i.e. moving closer aggressively);
- unreasonable refusal to perform job tasks or cooperate with others in carrying out assigned duties; or
- invading personal space or privacy.

Employees who engage in these and similar types of behaviors may be subject to corrective action

**For staff, the Non-Retaliation and Whistleblower Protection Policy states:**

The university strives to provide a positive, productive work environment in which employees are encouraged to report issues and concerns about their work environment or the university.

**For Faculty, the faculty handbook states:**

It is essential that the faculty have high standards of academic conduct to which it will give its allegiance and fair and effective procedures for dealing with specific actions and conditions harmful to the central purposes of the university.

**For medical students, the student handbook states:**

“Mistreatment is disrespectful behavior by a teacher that interferes with the learning process. Examples of mistreatment include public belittlement or humiliation, threats of physical harm or punishment, inappropriate requests to do personal services (shopping or babysitting), sexual harassment, and discrimination or harassment based on race, religion, ethnicity, gender, or sexual orientation. Neglect includes situations in which a student is openly ignored, is excluded from important decisions, or is made to feel “invisible.” Neglect is different from overt mistreatment but can still interfere with the learning process.