

Addressing Concerns of Community Members: Task Force Recommendations

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Addressing Concerns

Themes that require attention:

“The need to be able to express concerns with the assurance they will be heard, appropriate action will be taken, and that no retaliation will occur.”

Perceptions that result in reporting being avoided:

- No one will listen
- No one will do anything
- Fear of retaliation
- Fear of blame

We want to foster an environment where both bad behavior and concerns regarding well-being (of oneself and others) are reported and addressed...

Addressing Concerns

Core areas Task Force plans to investigate further:

“Developing a coherent system for receiving and handling all types of concerns about members of the USC community, based on a trusted one-stop shop for receiving concerns and a peer-based mechanism for handling these concerns; and improving feedback about results”

Specific Task Force Recommendations:

1. Develop a trusted one-stop shop for expressing concerns about members of the USC community, including one's self, and for creating a central data repository of them.
2. Adapt and implement the Vanderbilt *Co-Worker Observation Reporting System* (CORS) or its equivalent across USC as a trusted mechanism for addressing all types of concerns.
3. Improve feedback on reported concerns to inform and protect both the involved individuals and the community as a whole.

One-Stop Shop

- Simplify the enormous diversity of possible reporting avenues
 - When in doubt of where to go, go here...
- Guidance on a range of issues
 - Confidential space for submitting concerns (limits of confidentiality explained)
 - Concerns can be directed to wellness organizations at USC
 - Concerns regarding bad behavior can be funneled and dealt with appropriately
- Conduit for a peer-based approach to concerns (CORS)

Implement a peer-based system (CORS-like)

- Concerns analyzed based on a comparison to community agreed-upon baseline
- Peer to peer consultation at lowest level
- Higher level concerns dealt with promptly and effectively

Improved Feedback

- Existing organizations within USC (including investigation and wellness units) will continue to be involved
 - Reporting system (one-stop shop) can triage to these other organizations
 - or Individuals can approach them directly
 - or The organizations can direct concerns to one another
- Each organization would need to submit central updates to the one-stop shop
 - Improve the necessary communication of concerns across all the relevant organizations and units
 - Facilitate tracking and responding to concerns (and prevent attempts at retaliation).
 - Allows us to measure and track the health of the university

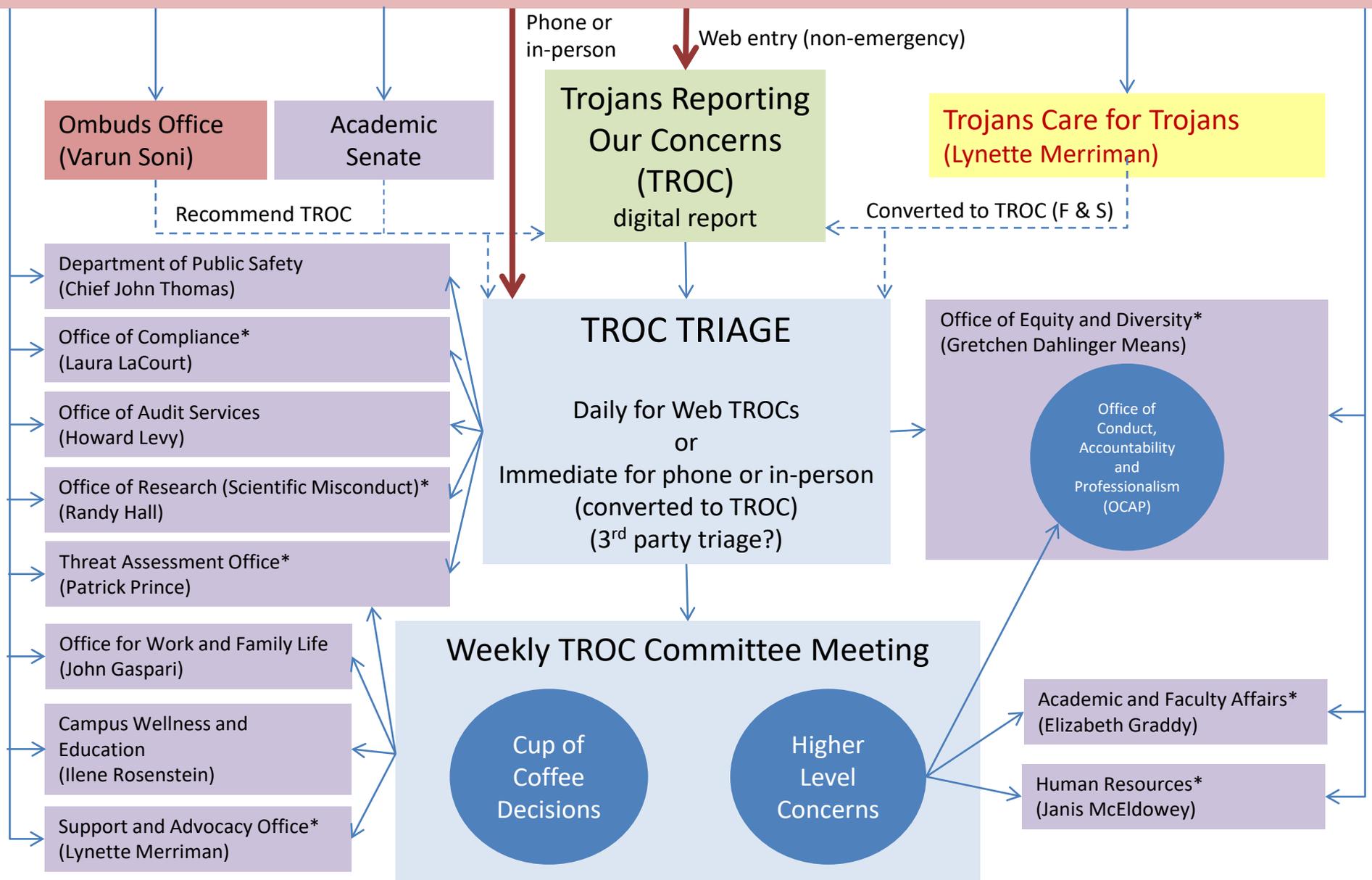
Improved Feedback

- Reporting back to those expressing concerns and those impacted by the behavior
 - Without it, individuals believe that their issues are ignored
 - Without it, individuals lose trust in the institution

“The Task Force recommends that such reporting back be implemented to the full extent possible within the constraints of applicable privacy and other relevant laws”

– needs to be worked out

Concern regarding faculty and staff (F & S)



*TROCs generated for centralized reporting of all F & S Concerns

When appropriate, each office transfers directly to another office or TROC

Topics for Discussion

- Are reported concerns legitimate? Does the new system only deal with “legitimate” concerns?
- What can be reported back to complainant (or is knowing there will be a cup of coffee, etc. enough if there is trust in the system)?
- How to ensure complaints are actually addressed? Can we entrust our leaders to enforce our desired values?
- What is aggregated / reported back to community?
- Who is responsible for concerns that do not lie squarely in one office (responsibility determined at weekly TROC committee meeting?)