University of Kansas and University of Kansas Medical Center

Transparency

Relevant Rubric Area(s):

Improved Communication and Increased Transparency
Providing Anonymous and Non-mandatory Reporting Resources and Tools

Description of Work:

At the University of Kansas Medical Center (KU Medical Center), various departments are responsible for addressing specific policy violations or concerns depending on whether the concern involves an employee or student and depending on the type of concern, such as unprofessional behavior, discriminatory behavior, or research misconduct, to name a few.

In 2020, KU Medical Center responded, like many, to the national spotlight on systemic racism and social injustice by hosting numerous community conversations, panel discussions, and other related events. One theme that began to emerge from these engagements was the lack of clarity around how and where to report concerning behavior. There was also hesitation in reporting when a report could not be made anonymously. In response, a workgroup formed to identify how this information might be better communicated.

After meeting with various stakeholders, the workgroup developed the Reports of Concerning Behaviors Policy. This policy provided an anonymous process and form for reporting any type of concerning behavior, regardless of the subject matter. Through the branching logic of the intake form, the concern is routed to the appropriate office or person to address further. By having this form in place, the reporter no longer has to worry whether they have contacted the right office or see delays in having their report re-routed to the correct office.

Additionally, the workgroup created a website of resources for employees, residents and students. This list of resources includes relevant policies, contact names and other forms for submitting requests such as religious accommodations. This website is hosted by the Office for the Vice Chancellor for Academic and Student Affairs and is linked on each school’s website.

The goals of this policy, intake form, and website are to bring greater awareness to reporting mechanisms and to improve process and efficiency for individuals to report matters of concern. This goal is consistent with the 2018 NASEM recommendations to provide alternative means for reporting by establishing an additional reporting process. Individuals are still encouraged to contact departments directly, such as the Equal Opportunity Office for claims of harassment, but now have an anonymous means of reporting as well.
The workgroup intends to measure the effectiveness of this reporting mechanism by monitoring use of the process and also by surveying the community to check for awareness of the policy. Based on responses, the next step will be to continue socializing the website and the policy to enhance awareness.

Website for further information (if applicable): Academic and Student Affairs Reporting Resources (kumc.edu)
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