

# Caregiver Reporting Tools: Integrity Hotline, HRP, & Caregiver Service Portal

Hosted by Sharon Vidal, Compliance Specialist

**Presenters and Subject Matter Experts:**

- Mike Baisch, *Senior Program Manager*
- Siena Vanucci, *Senior Manager Risk Management*
- Jessica Portschy, *HR Program Manager*

February 12, 2025

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# Culture of Reporting

September 2023

## Doing the Right Thing Right

### Our Code of Conduct

**Culture of Diversity and Respect**  
We adhere to all laws and regulations and are committed to a workplace culture where all individuals are treated with respect and dignity, regardless of protected characteristics, as defined by local, state, or federal law, including but not limited to race, color, religious creed (including religious dress and grooming practices), national origin (including certain language use restrictions), ancestry, disability (mental and physical including HIV and AIDS), medical condition (including cancer and genetic characteristics), genetic information, marital status, age, sex (which includes pregnancy, childbirth, breastfeeding and related medical conditions), gender, gender identity, gender expression, sexual orientation, and military and veteran status. [POLICY](#)

**Quality of Care and Patient Safety**  
We commit to provide the best, compassionate care and service every time and strive to meet and exceed national standards for quality and patient safety. Workforce members have the responsibility and obligation to report any Quality of Care and Patient Safety issues. [POLICY](#)

**Stewardship of Resources**  
We commit to effective stewardship of resources in support of patient care and organizational goals and only use resources for legitimate business purposes. [POLICY](#)

**Conflicts of Interest (COI) Commitment**  
We will avoid actual or perceived COI and agree to disclose any outside interests or activities, contracts, and relationships that may be in conflict to the organization. We maintain impartial relationships with vendors, research sponsors, and contracts by not requesting or accepting gifts, cash, or cash equivalents. [POLICY](#)

**Ethical and Legal Standards**  
We conduct ourselves in a professional and ethical manner in support of justice and will perform our job duties in accordance with all federal, state, and local laws. [POLICY](#)

**Ways to report a compliance, privacy, or other concern**

- Discuss the matter or concern with your immediate supervisor
- Discuss the matter or concern with your department leader
- Discuss with your HRI Partner, HR Service Center, or send report via HRI Portal
- Contact your local or regional compliance or privacy representative
- Call the 24/7 Integrity Hotline at 888-254-8455 or use Integrity Online, our Web-based reporting option
- For Caregivers in India:
  - From an outside line, dial the direct access number: 000-117
  - At the English prompt dial 888-254-8455

You may report concerns anonymously

**To report a quality or patient safety concern**

- Discuss the matter or concern with your immediate supervisor
- Discuss the matter or concern with your department leader
- Discuss with your Quality leader or representative
- Call the 24/7 Integrity Hotline at 888-254-8455 or use Integrity Online, our Web-based reporting option
- [HRO: High Reliability Platform](#)

Must be on organization network to report

**Safeguarding Patient Information and Protecting Privacy and Confidentiality**  
We take every precaution to safeguard patient information, and we will treat protected health information (PHI) of all with special care and follow all federal, state, and local laws. [POLICY](#)

**Ethical Conduct of Research**  
We follow the highest ethical standards and comply with all laws, regulations, guidelines, and ethical directives (where applicable) that govern human, animal, and basic applied science research. [POLICY](#)

**Licensure and Certification**  
We require all health care and education professionals to follow all federal, state, and local laws applicable to licensing, credentialing, and certification requirements. Individuals on the excluded provider lists cannot work for our organization. [POLICY](#)

**Compliance with Applicable Federal and State Laws and Regulations, and Policies**  
We ensure excellence by requiring all parties that work for or on behalf of an employer within our family of organizations learn and follow all laws, regulations, and policies. [POLICY](#)

**Fair Business Practices**  
We conduct ourselves ethically, honestly, and with integrity at all times. [POLICY](#)

**Duty to Report Violations and Protection from Retaliation**  
It is every workforce member's responsibility to report, in good faith, any violation or suspected violations of our code, fraud, waste, abuse or quality or patient safety concerns as required. Providence's Non-Retaliation policy, and to an extent, government law, protects workforce members from retaliation or harassment for having raised concerns about actual or potential wrongdoing or misconduct. [POLICY](#)

**Our mission, vision, values, and promise provide guidance and inspiration as we deliver quality care, make sound, ethical choices, and meet our organizational goals. As workforce members, we are accountable for the integrity of our decisions and actions on the job. We are obligated to report any suspected violations or concerns. The Code of Conduct provides a foundation of expectations for us as we do our work each day.**

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# Reporting Overview



## Duty to report

- See or hear something, **say something!**
- All caregivers have a responsibility to report potential wrongdoing.



## Non-retaliation or retribution

- **PSJH-CPP-733 Nonretaliation Policy:** protects caregiver from reporting potential wrongdoing in good faith.



## Anonymity

- Report concerns **anonymously.**



# Providence Disclosure Program





# Integrity Hotline

Mike Baisch, Senior Program Manager

# How to Report Concerns

- Discuss the issue or concern with your supervisor or department manager;
- Contact your ministry Compliance Liaison;
- Report your concern to the Integrity Hotline [online](#) or call the toll-free number: 1-888-294-8455

File a report any time, 24/7

Your report is confidential, and you can choose to report anonymously.



The screenshot shows the Providence Integrity Hotline website. At the top is a green navigation bar with links: Home, Risk and Integrity Services, Code of Conduct, and FAQs. Below this is a blue header with the text "Welcome to the Integrity Hotline" and the tagline "If you **see** something, **say** something." To the left of the header is a photo of a diverse group of healthcare professionals. The main content area has a light beige background and features four white boxes with green icons and text: "Report a Concern Online" (with a laptop icon), "Call Us" (with a phone icon, listing the number 1-888-294-8455 and availability 365 days a year, 24/7), "Follow Up" (with a speech bubble icon, for checking the status of previously submitted reports), and "Ask a Question" (with a question mark icon). At the bottom of the page, a small disclaimer states: "Reports submitted through this website may not receive an immediate response. If you require emergency assistance, please contact 911 or your local authorities."

Access the mobile reporting system by scanning the QR code with your smart device



# Integrity Hotline: What to Report?

Reporting examples include but are not limited to:

- Privacy and HIPAA Violations
- Billing, Fraud and Waste
- Environment, Health and Safety
- Conflict of Interest and Gifts
- Vendors and Suppliers
- Ask a Question
- Patient Care
- Human Resources



# Investigation Process: Referrals



# Investigation Process: Compliance Matter



# Integrity Hotline Resources/Tools



## Doing the Right Thing Right Providence Integrity Hotline

Available any time, 24 hours a day, 7 days a week.  
Report concerns about unethical, inappropriate, or illegal activities occurring in the workplace.

- Code of Conduct or policy violations
- Privacy of patient/caregiver records
- Data and information security issues
- Billing, coding, and false claims
- Fraud and abuse

Your report is confidential, and you can choose to report anonymously.

Toll-Free  
1-888-294-8455



### Additional Resource for Reporting Fraud

You can also report suspected cases of fraud, waste, or abuse in Federal HHS programs with the U.S. Department of Health and Human Services, Office of Inspector General electronically through the Office of Inspector General's Complaint Portal, available at <https://oig.hhs.gov/fraud/report-fraud/index.asp>, or by mail or phone at: U.S. Department of Health and Human Services, Office of Inspector General, ATTN: OIG HOTLINE OPERATIONS, P.O. Box 23489, Washington, DC 20026. Phone: 1-800-HHS-TIPS (1-800-447-8477) or 1-800-377-4959 (TTY)

September 2023

## Doing the Right Thing Right

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- [HRP: High Reliability Platform](#)
  - Must be on organization network to report

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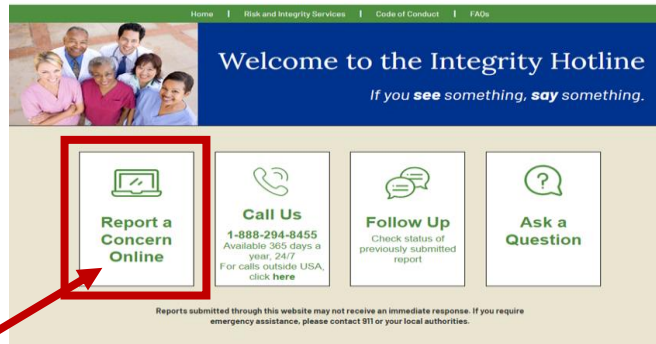
# Integrity Hotline Resources/Tools

1.



(Access the Integrity Hotline icon from the ministry's home page SharePoint site).

2.



(Click on "Report a Concern Online").

3.

(Select state where incident occurred)

5.

## Integrity Hotline

Select the type of issue or concern you are raising

Compliance & Integrity Matters	Environment, Health and Safety (EHS)	Human Resources	Information Security
Patient Care	Privacy	Vendors and Suppliers	Ask a Question

(Select the type of concern).

4.

## Integrity Hotline

Report a concern online (Select city and ministry/location).

Select the state in which the incident occurred:  
AK

Select the city in which the violation took place.  
ANCHORAGE

Select the ministry, facility or location, as appropriate:  
PROVIDENCE ALASKA MEDICAL CENTER

Select the Location:

Name	Address
PROVIDENCE ALASKA MEDICAL CENTER	3200 PROVIDENCE DR

# Integrity Hotline Resources/Tools (Continued)

6.

NAVEX™

You are now in an EthicsPoint Secure Area | [File a Report](#)

(Fill out all required fields).

ETHICSPPOINT IS NOT A 911 OR EMERGENCY SERVICE.

Do not use this site to report events presenting an immediate threat to life or property. Reports submitted through this service may not receive an immediate response. If you require emergency assistance, please contact your local authorities.

☐ \* Yes - I agree to the [Terms and Conditions](#) of making this report.

**Please provide information as follows:**

(\* Required fields)

Organization/Tier: **Providence St. Joseph Health**

Location: PROVIDENCE ALASKA MEDICAL CENTER - 1017

3200 PROVIDENCE DR

City: ANCHORAGE State/Province: AK

Zip/Postal Code: 99508

Country: US

**What is your relationship to Providence Health & Services?**

- Select One -

\* **Do you wish to remain ANONYMOUS for this report?**

☐ Yes ☐ No

**If you want Providence St. Joseph Health to know your identity, please complete the following:**

Your Name:

First Name Last Name

Your Phone Number:

Your Email Address:

Best time for communication:

7.

**Please choose a password for this report:**

\* Password:

\* Re-enter

Password:

**Your passwords must match and be at least four characters long.**

Submit Report

(Lastly, create a password to access your report and view or leave comments).





Siena Vanucci, Senior Manager of Risk  
Management and Patient Safety

# High Reliability Platform Event Reporting

# What is High Reliability Platform (HRP)?

- High Reliability Platform, or HRP, is our Event Reporting software
- You can report safety events, service feedback, and workforce safety events through HRP
- It is everyone’s responsibility to speak up for safety and report unusual events
- It is a sign of a healthy and safe culture when event reporting increases!

≡

PressGaney

Providence Health & Services - Providence Health & Services

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Siena Vanucci

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Reporter

Patient Safety Summary

Leaders Safety Review

Cause - GEMs

Common Cause

Action Planning

Device HAPI

Event Lifecycle Tracking

Falls Team

Ready for Lock

Service Feedback

Patient Safety

Workforce Safety


Service Feedback

**Patient Safety** - Includes patient related events. This module also includes visitor related events.

**Workforce Safety** - This module is only for reporting Workplace Violence events. Environmental safety concerns should be reported in the Patient Safety module.

**Service Feedback** - This would be events for a complaint from a patient/family, or even a compliment.

Click the **Green button** to the left to launch a new event



My Pending

My Submissions

My Location - Pending

(No Records Found)

My Work

Assigned to Me

Assigned by Me

Module	ID	Location	Type	Reason	Priority	Description	Status
Choose			C...		C...		U... 15

Caregiver Reporting Tools: Integrity Hotline, HRP & CGR Service Portal

# Types of Events Reported in HRP

## Patient Safety

- Any safety events involving patient care or the environment.
- Any events that are “out of the ordinary”.
- Any events that are “reportable”.

## Workforce Safety

- Incivility events.
- Instances of verbal, physical and sexual abuse or assault.
- Any workplace violence events.

## Service Feedback

- Complaints, compliments and grievances that come from patients or family.

# How to Access HRP- AKA *Speak Up for Safety*

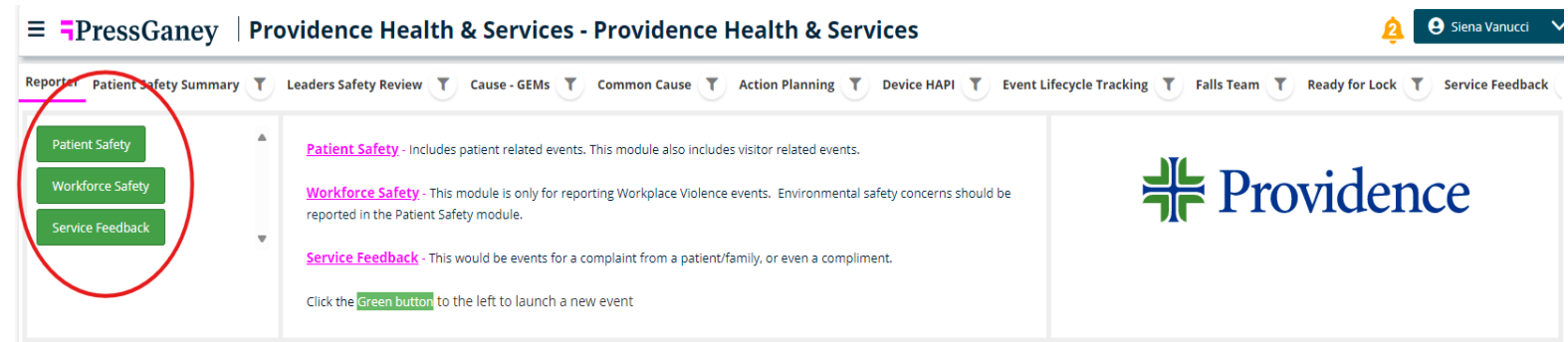
1. Everyone has an icon on their desktop called “**Speak Up for Safety**”, which is a quick and easy way to access HRP →
2. You can also access HRP through your hospital SharePoint Site →



Business & Information Services



3. From HRP, you can easily place an event by clicking on the Green Icons →



# The Flow of a Safety Event

A caregiver or provider enters an event into HRP.

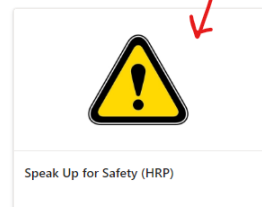
The Patient Safety Team reviews all entered events each morning. Events are assigned to the proper leaders for review.

All events are briefly reviewed in the daily Hospital Safety Huddle for awareness.

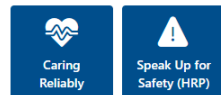
If the event did not cause harm, or caused minimal harm, the department leaders review the event and provide updates on their investigation in HRP.

If the event caused serious harm, or meets the criteria for a reportable event, the Patient Safety Team leads a Cause Analysis with the Department Leaders involved.

When investigation is completed, the Patient Safety Team classifies the events and closes them. Data from closed events informs our quality and safety processes.



Business & Information Ser



An event investigation may include medical record review, interview of staff or patients/families, review of video footage, review of audit logs, review of policy, “go-and-see” environmental checks, and more.





# Caregiver Service Portal

Jessica Portschy, HR Program Manager

# Caregiver Relations Support

The Caregiver Relations team is available to support core leaders and caregivers with employee relations issues, including:

- Employee relations concerns and investigations
- Performance and conduct management
- Policy and contract interpretation
- Time away support
- Other employee and labor relations issues



# Caregiver Relations | Service Options for Core Leaders & Caregivers



Caregiver Service Portal





HR Chat/EVA



Telephone

Core  
Leaders and  
Providers



Submit service request via <a href="#">CGR service request form</a> (self-select 'Core Leader' or 'Provider')	 Chat to locate Caregiver Relations service	Speak with an HR Service Center agent for assistance submitting a service request 888-687-3753
Submit inquiry via <a href="#">CGR service request form</a> (self-select 'Caregiver')	 Chat to locate Caregiver Relations service	Speak with an HR Service Center agent for assistance submitting a service request 888-687-3753

Caregivers

# Caregiver Relations | Case Submission and Follow-up Process

After submitting your case, a Caregiver Relations team member will contact you within two business days.

For inquiries submitted via the Caregiver Service Portal, you will receive an immediate confirmation message. Due to the sensitive nature of these issues, the case will not appear on your "My Requests" page. A team member will reach out to discuss your inquiry further.

*Note: For urgent concerns that require immediate attention (such as those that may be safety-related), caregivers and core leaders may also reach out to their local Human Resources partners or facility administrators if urgent and immediate help is needed.*



Thank you for joining!

Any Questions?