

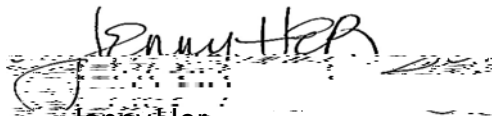
Message from the Ombuds

It is a pleasure to share this second *Annual Report* from the MCW Office of the Ombuds with MCW faculty and staff. Providing feedback on the variety of issues and concerns raised by visitors to the Ombuds Office should help potential visitors recognize the diverse issues that members of the MCW community bring to this confidential resource. The opportunity to serve members of the MCW community and to discuss their concerns or issues confidentially is a great privilege. We welcome comments and suggestions for improving these annual reports, as well as how we can make the services of the Ombuds Office as useful as possible to MCW faculty and staff.

Sincerely,



Peter M. Layde, MD, MSc
Ombuds



Jenny Her
Assistant to the Ombuds

February 24, 2014

Established in the fall of 2011 by Dr. John R. Raymond, Sr., President and CEO of the Medical College of Wisconsin, the Ombuds Office is a

From January 1, 2013 to December 31, 2013, the Ombuds Office logged 132 initial visits by single individuals or groups of individuals (note that repeat visits by individuals/groups for the same issues were not counted in the number reported above, nor are the individuals or offices consulted by the Ombuds on behalf of visitors to the Office). Of these visits, 45.5% were by faculty, 51.5% were by staff, and 3% were by "other" or unknown. Visitors/visitor groups to the Ombuds worked in MCW clinical departments (42%), centers/institutes (16.1%), administrative units (16.1%) and basic science departments (16.1%). In addition, 9.7% worked in "other" or unknown departments. The visits noted above also included 15 exit interviews with faculty who had recently departed MCW (exit interviews were added to the purview of the Ombuds Office in July 2012, and are offered to faculty who are retiring, have elected to move to a new medical school for career advancement or personal reasons, or have not had their MCW contracts extended).

The issues and/or concerns raised by visitors to the MCW Ombuds Office are detailed in the Appendix. The most common reasons people visited the Ombuds Office related to concerns about their "evaluative relationships" – that is, relationships with either supervisors or

Table 1

Systemic Issues, Concerns, and Suggestions Identified by Visitors to the MCW Ombuds Office

January 1, 2013 -December 31, 2013

Finance ,related

Researchintensive faculty perceive a decreasingpriority of

*Issues/concerns discussed were tallied according to the recommended reporting categories of the International Ombudsman Association (IOA) (www.ombudsassociation.org)

Location and Directions to the Ombuds Office

Curative Care Network, Room 2512
1000 N. 92nd Street
Milwaukee, WI 53226

The Ombuds Office is located on the second floor of Curative Care Network.

We recommend that you park in the West Visitor Parking Lot and enter the building via the West (Main) Entrance.

- x Take the right set of elevators to the second floor and turn left upon exiting
- x Turn right, past the Injury Research Center, then turn left and proceed down the hallway
- x The

Issues, Questions, Concerns, or Inquiries Addressed with Ombuds

Category	Number	
1		
	Sub-total	5.4%
1.a Compensation (rate of pay, salary amount, job salary classification/level)	14	39%
1.b Payroll (administration of pay, check wrong or delayed)	0	0%
1.c Benefits (decisions related to medical, dental, life, vacation/sick leave, education, worker's compensation insurance, etc.)	9	25%
1.d Retirement, Pension (eligibility, calculation of amount, retirement pension benefits)	6	17%
1.e Other (any other employee compensation or benefit not described by the above categories)	7	19%
2		
	Sub-total	53.0%
2.a Priorities, Values, Beliefs (differences about what should be considered important - or most important –often rooted in ethical or moral beliefs)	23	7%
2.b Respect, Treatment (demonstrations of inappropriate behavior, disregard for people, rudeness, crudeness, etc.)	39	11%
2.c Trust, Integrity (suspicion that others are not being honest, whether or to what extent one wishes to be honest, etc.)	13	4%
2.d Reputation (possible impact of rumors and/or gossip about professional or personal matters)	15	4%
2.e Communication (quality and/or quantity of communication)	31	9%
2.f Bullying, Mobbing (abusive, threatening, and/or coercive behaviors)	24	7%
2.g Diversity-Related (comments or behaviors perceived to be insensitive, offensive, or intolerant on the basis of an identity-related difference such as race, gender, nationality, sexual orientation)		

4.a	Job Application, Selection and Recruitment Processes (recruitment and selection processes, facilitation of job applications, short-listing and criteria for selection, disputed decisions linked to recruitment and selection)	2	2%
4.b	Job Classification and Description (changes or disagreements over requirements of assignment, appropriate tasks)	7	6%
4.c	Involuntary Transfer, Change of Assignment (notice, selection and special dislocation rights/benefits, removal from prior duties, unrequested change of work tasks)	3	3%
4.d	Tenure-Position Security, Ambiguity (security of position or contract, provision of secure contractual categories), Career Progression (Promotion, Reappointment, or Tenure)	12	11%
4.e	Career Progression (promotion, reappointment, or tenure)	10	9%
4.f	Rotation and Duration of Assignment (non-completion or over-extension of assignments in specific settings/countries, lack of access or involuntary transfer to specific roles/assignments, requests for transfer to other places/duties/roles)	3	3%
4.g	Resignation (concerns about whether or how to voluntarily terminate employment or how such a decision might be communicated appropriately)	24	21%
4.h	Termination/Non-Renewal (end of contract, non-renewal of contract, disputed permanent separation from organization)	19	17%
4.i	Re-employment of Former or Retired Staff (loss of competitive advantages associated with re-hiring retired staff, favoritism)	2	2%
4.j	Position Elimination (elimination or abolition of an individual's position)	5	4%
4.k	Career Development/Coaching/Mentoring (classroom, on-the-job, and varied assignments as training and developmental)		





9.c	Scientific Conduct, Integrity (scientific or research misconduct or misdemeanors, e.g., authorship; falsification of results)	5	45%
9.d	Policies and Procedures NOT Covered in Broad Categories 1 thru 8 (fairness or lack of policy or the application of the policy, policy not followed, or needs revision, eg., appropriate dress, use of internet or cell phones)	1	
9.e	Other (Other policy, procedure, ethics or standards issues not described in the above categories)	0	0%

TOTAL		666	
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