The Ombuds Office was established in the fall of 2011 by John R. Raymond, Sr., MD, MCW's President and CEO as a resource for faculty, staff and postdoctoral fellows who wish to discuss concerns, conflicts or grievances in a confidential space. This fifth Annual Report of the Ombuds Office provides data on the volume and characteristics of the visitors who have utilized the Office, as well as detailed information on the types of issues raised by those visitors. The issues are categorized according to the International Ombudsman Association's standard reporting practices.

This Report also describes systemic issues and patterns which were shared by multiple visitors to the Ombuds Office in calendar year 2016, and includes a comparison chart and a trend overview for the years 2011-2016.

Our Core Principles:

We are confidential

We will not identify you or discuss your concerns with anyone without your permission. The only exceptions to this pledge of confidentiality are when the Ombuds determines that there is an imminent threat of harm or in the rare instance the Ombuds is legally compelled to report the situation.

We are independent

We report directly to the President and Chief Executive Officer of MCW. We are independent of central administrative offices and are not aligned with any campus department or group.

We are informal

Any communication with us is "off the record"; the Ombuds Office is not authorized to be an agent of notice for MCW.

We are neutral

We do not take sides. We consider the rights and interests of all parties. We are advocates for good communication and fair process.

Workplace Culture

x Evaluative relationships remain the most
   frequent visitor concern to the MCW Ombuds
   Office. This trend is consistent with that of
   most organizational Ombuds Offices, as any
   relationship that involves a power difference
   can be stressful and may lead to conflict.

x Communication, respect, trust, and retaliation
   concerns are the most common issues raised
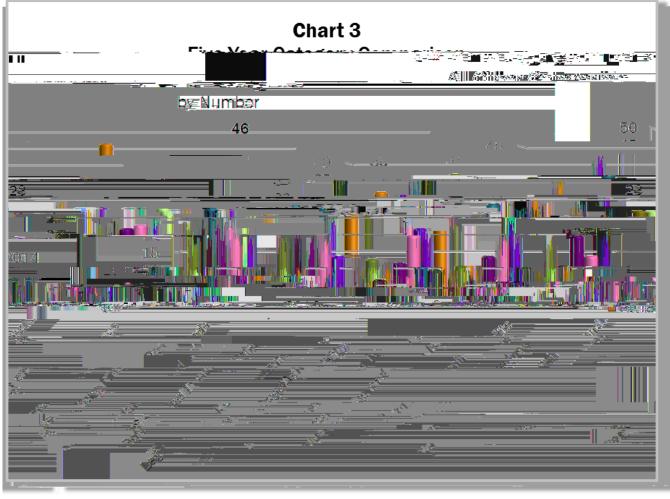   with the Ombuds Office, and most often arise

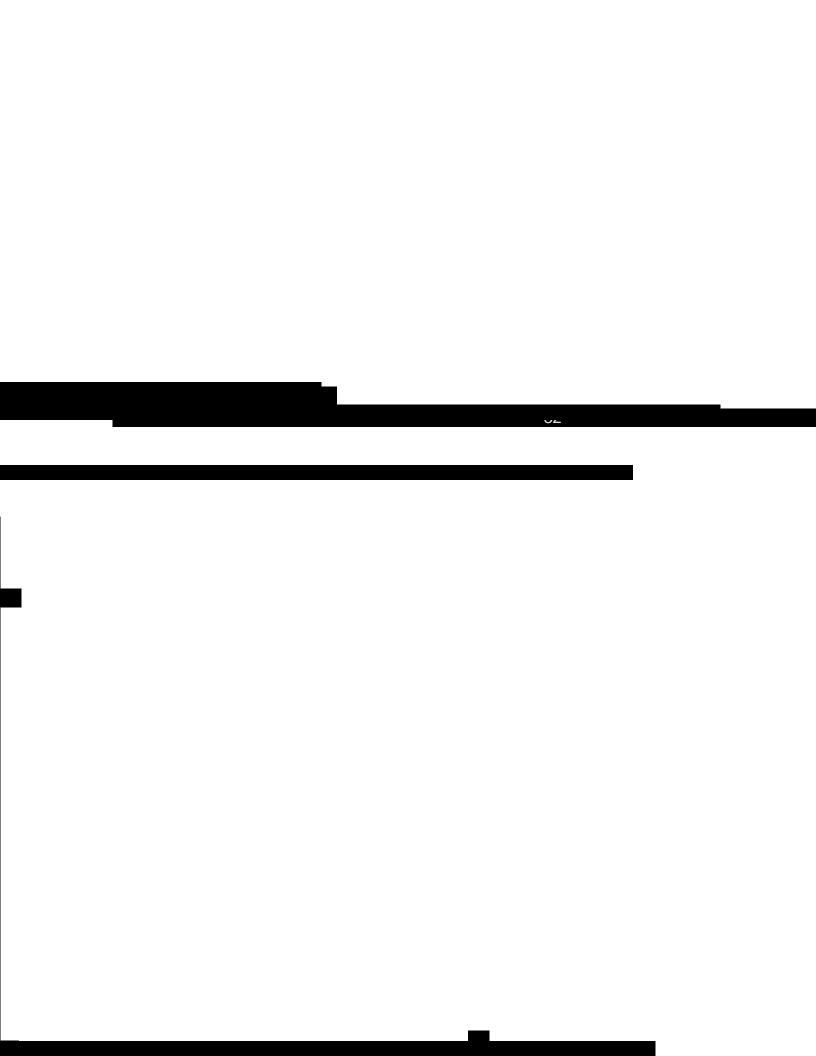The five-

Legal, Regulatory, Financial and Compliance

In general, there has been a decline in this category as a percentage of total concerns presented to the Ombuds Office; however, the number of discrimination concerns increased from two in 2012 to six in 2015, and then to seven in 2016.

Safety, Health and Physical Environment

While reports of concerns in this overall category have been low, concerns about workplace stress

Chart 3

Five Year Category Comparison by Number

3

5 <u>Legal, Regulatory, Financial and Compliance</u>   Questions, concerns, issues or inquiries that may create a legal risk (financial, sanction etc.) for the organization or its members if not addressed, including issues related to waste, fraud or abuse.

		Sub-total	14	1.3%
5.a	Criminal Activity (threats or crimes planned, observed, or experienced, fraud)		1	7%
5.b	Business and Financial Practices (inappropriate actions that abuse or waste organizational finances, facilities or equipment)		2	14%

6.e	Security (adequate lighting in parking lots, metal detectors, guards, limited access to building by outsiders, anti-terrorists measures (not for classifying "compromise of classified or top secret" information)	0	0%
6.f	Telework, Flexplace (ability to work from home or other location because of business or personal need, e.g., in case of man-made or natural emergency)	0	0%
6.g	Safety Equipment (access to/use of safety equipment as well as access to or use of safety equipment, e.g., fire extinguisher)	0	0%
6.h	Environmental Policies (policies not being followed, being unfair ineffective, cumbersome)	0	0%
6.i	Work Related Stress and Work -Life Balance (Post-Traumatic Stress, Critical Incident Response, internal/external stress, e.g. divorce, shooting, caring for sick, injured)	41	89%
6.j	Other (any safety, health, or physical environment issue not described by the above categories) Please specify belowTm [(sl)-12.2 (abov)-8.1 (e c)-8 (87 (l)3r)-1		

9.b   Values and Culture   (questions, concerns or issues
       about the values or culture of the organization)   10   37%