

# Medical College of Wisconsin Office of the Ombuds



Medical College of Wisconsin





# Consulting the Ombuds

---

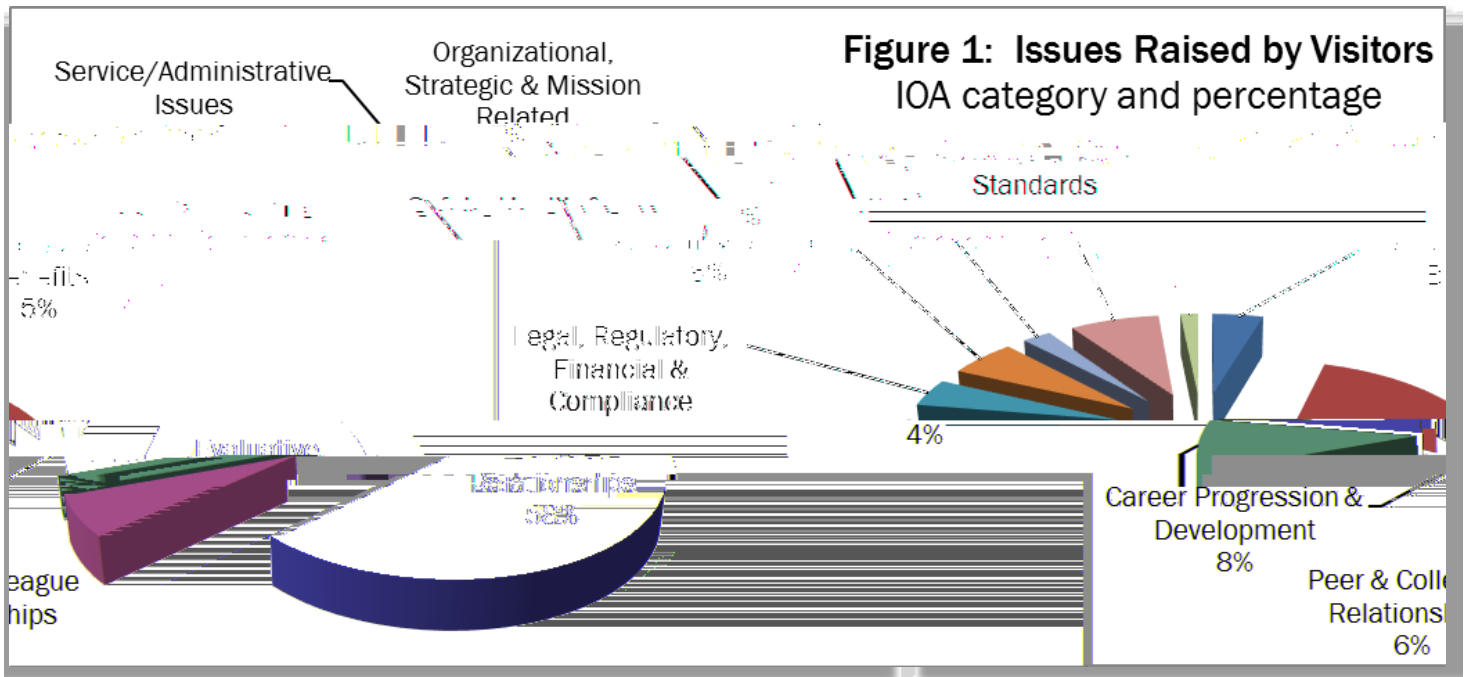
Visitor Information

cited. There was a slight increase in the number of reported evaluative relationship concerns related to diversity issues compared with 2016 and 2015, though the number is lower than what was reported in 2013 and 2014. There were more substantial increases in the number of concerns regarding discipline and equity of treatment. Though only slightly higher than 2016, concerns regarding communication and fear of retaliation were at the highest levels reported in those sub-categories since the Ombuds Office was established.

The second-most common category of issues (14% of total concerns), the majority of which related to promotion, reappointment or tenure, and to career development, coaching and mentoring. "Legal, Regulatory, Financial and Compliance" concerns. Of note in this category, organizational climate and leadership concerns decreased when compared with 2015 and 2016, while concerns

related to inter-department and inter-organization work increased to the highest levels reported in the six-year history of the Ombuds Office. Concerns in this area relate to work across departmental and/or organizational boundaries, potentially reflecting differences in organizational culture, policy and practice. Strategic and mission-related concerns also increased somewhat over the previous year, back to 2015 levels.

Several other categories are worth noting. Reports of work related stress and work life balance issues were reported in the history of the Ombuds Office. This is the fourth most frequent concern reported, with 31.6% of visitors to the Office describing concerns in this area. Also of note, reported concerns with discrimination increased from seven in 2016 (0.6% of total visitors) to 17 in 2017 (1.5% of total visitors). "Legal, Regulatory, Financial and Compliance" concerns are 4% of the total concerns raised through the Ombuds Office.



In addition to the categories of concern outlined above, themes emerge over time among the

# Administration

Visitors to the Ombuds Office continue to raise concerns regarding a lack of opportunity to provide meaningful, anonymous feedback about their supervisor or leader's work without fear of repercussions.

Employees who have provided feedback in relation to leaders with perceived, significant institutional authority or value are often doubtful that their feedback has had any effect.

Visitors express concern that, in the absence of surrounding checks and balances on leader authority, troubling behaviors may continue unchallenged.

Visitors are often uncertain about the authority and role of Human Resources regarding employee relations concerns.

Departments vary in their process regarding the faculty and staff exit process. Departing (non-retiring) faculty are at times unsure about their off-boarding responsibilities as they leave the institution.

Departments vary widely in their application of



S

S









## 2.1 **Consultation**

**3 Peer and Colleague Relationships** Questions, concerns, issues or inquiries involving peers or colleagues who do not have a supervisory-employee or

**4 Career Progression and Development** Questions, concerns, issues or inquiries about administrative processes and decisions regarding entering and leaving a job, what it entails, (i.e., recruitment, nature and place of assignment, job security, and separation.)

**Sub-total**

**93**

**8.1%**

4.a **Job Application, Selection and Recruitment**

**Processes** (recruitment and selection processes, facilitation of job

appli8 (s)-1 -1..4 ref-8 (es)-8 (,-)1-8 ( reh.9 ( )-1o)-8 (r)-t (ob )Jf0 Tc 12 3 0.2.15(-Tw ( )Tj-0.002 Tc 0.000.3370.2.15





5.d **Discrimination** (different treatment compared with others or exclusion from some benefit on the basis of, for example, gender, race, age, national origin, religion, etc.[being part of an Equal Employment Opportunity protected category - applies in the U.S.]

17

34%

5.e **Disability, Temporary or Permanent, Reasonable Accommodation** (extra time on exams, provision of assistive technology, interpreters, or Braille materials including questions on policies, etc. for people with disabilities)

5

10%



6.j <b>Other</b> (any safety, health, or physical environment issue not described by the above categories) Please specify below: Other 1: Patient care Other 2: Uncategorized	9	13%	
	8		General, not patient specific
	1		

**7 Services/Administrative Issues** Questions, concerns, issues or inquiries about services or administrative offices including from external parties.

**Sub-total 29 2.5%**

7.a **Quality of Services** (how well services were provided,

**8 Organizational, Strategic, and Mission Related** Questions, concerns, issues or inquiries that relate to the whole or some part of an organization.

		Sub-total			
		<b>91</b>		<b>8.0%</b>	
8.a	<b><i>Strategic and Mission-Related, Strategic and Technical Management</i></b> <i>(principles, decisions and actions related to where and how the organization is moving)</i>	11	12%		
8.b	<b><i>Leadership and Management</i></b>				

8.i	<b>Data, Methodology, Interpretation of Results</b> <i>(scientific disputes about the conduct, outcomes and interpretation of studies and resulting data for policy)</i>	1	1%		
8.j	<b>Interdepartment, Interorganization Work, Territory</b> <i>(disputes about which department/organization should be doing what/taking the lead)</i>	23	25%		

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)*

	2			

9.e

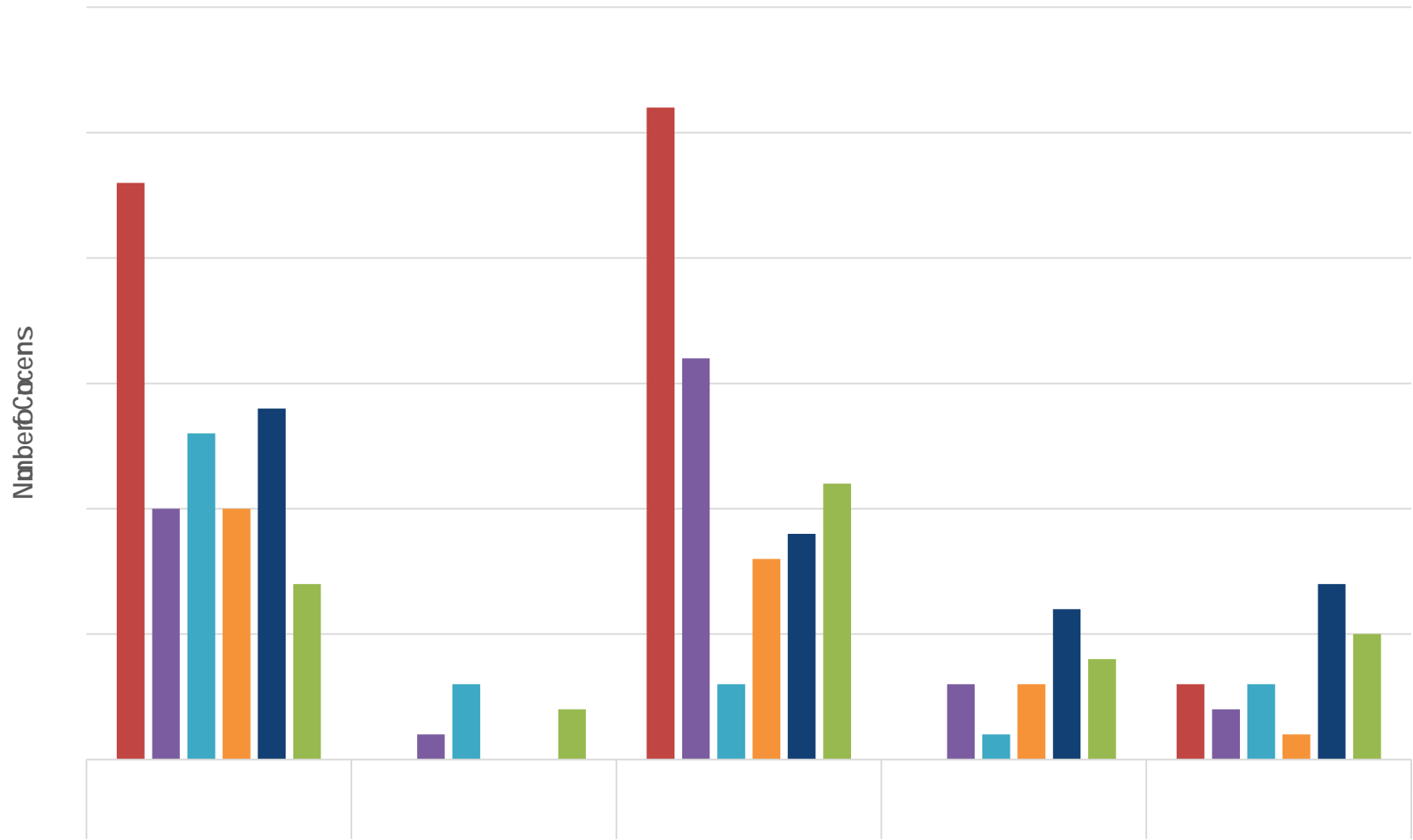


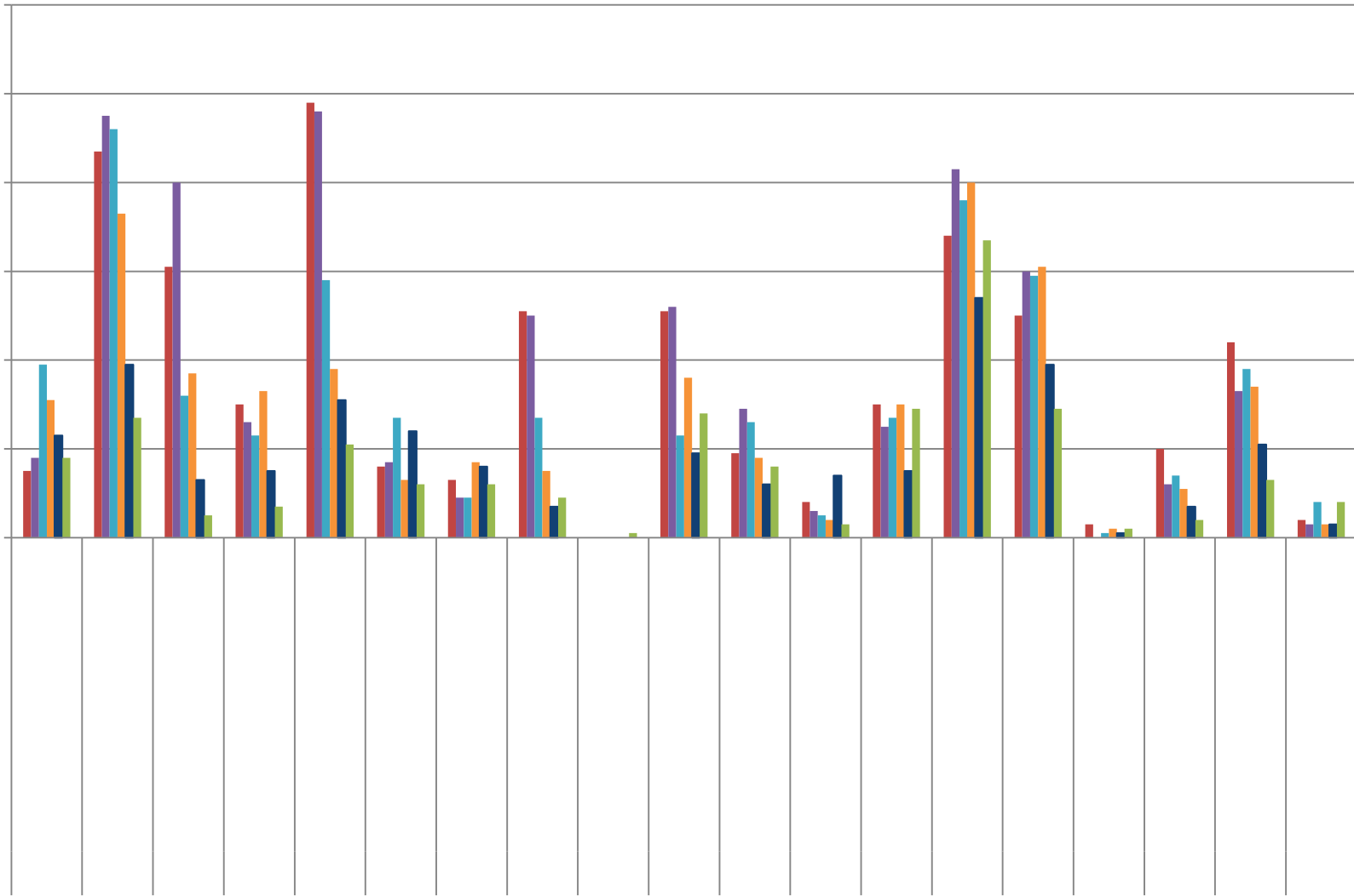


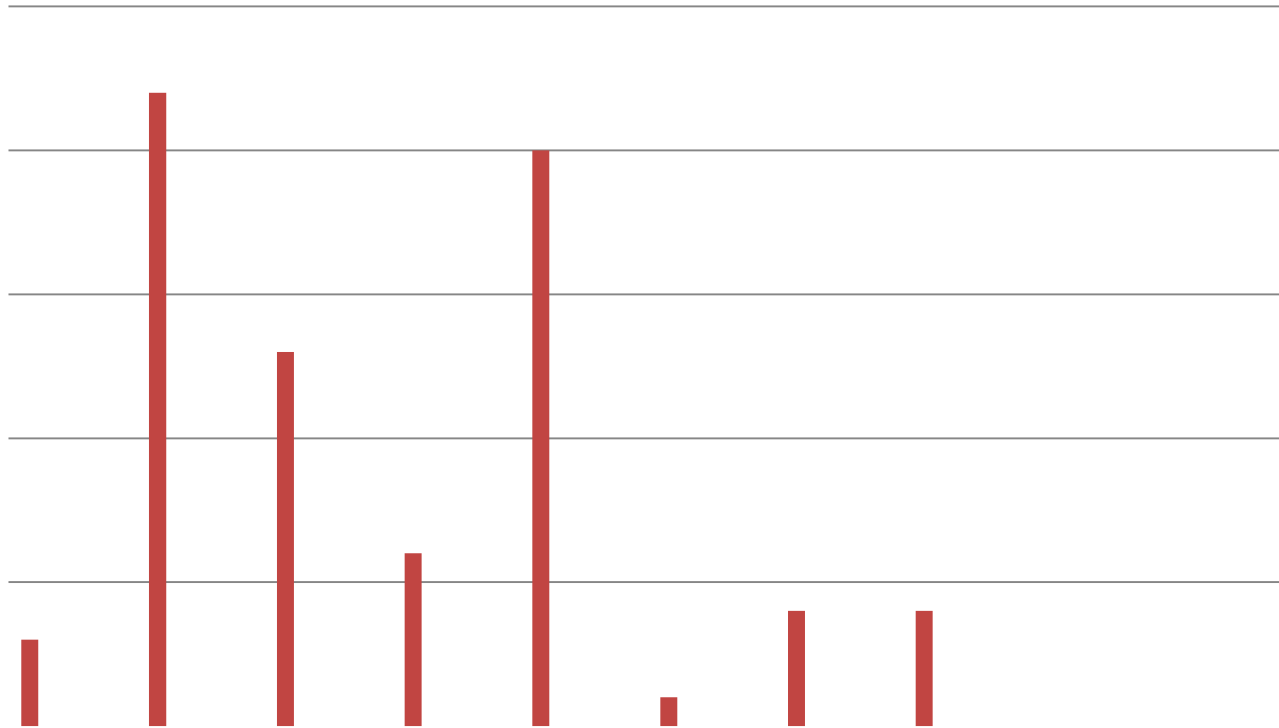
2011-2017

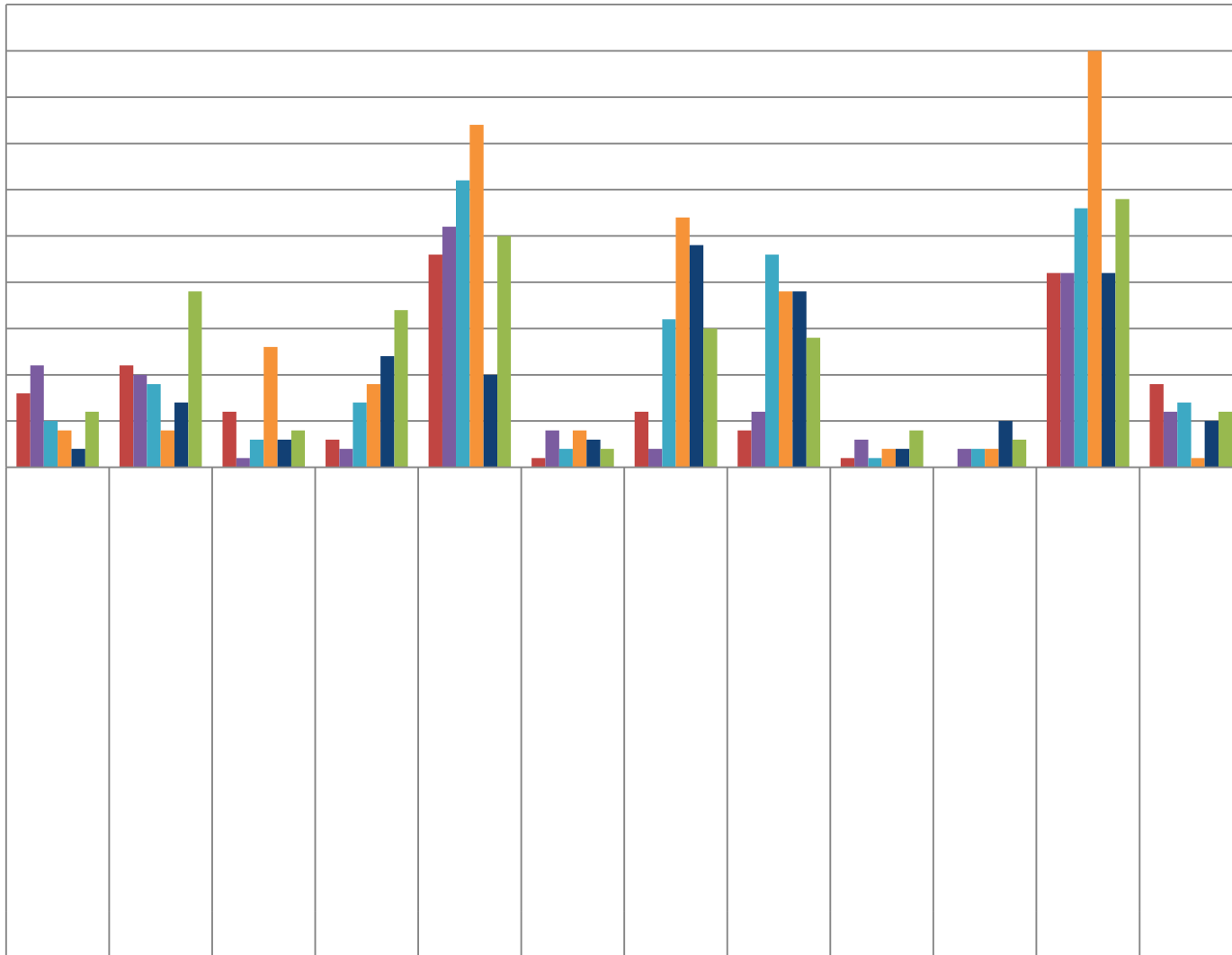
Number of Violations


# Compensation and Benefits 2011-2017



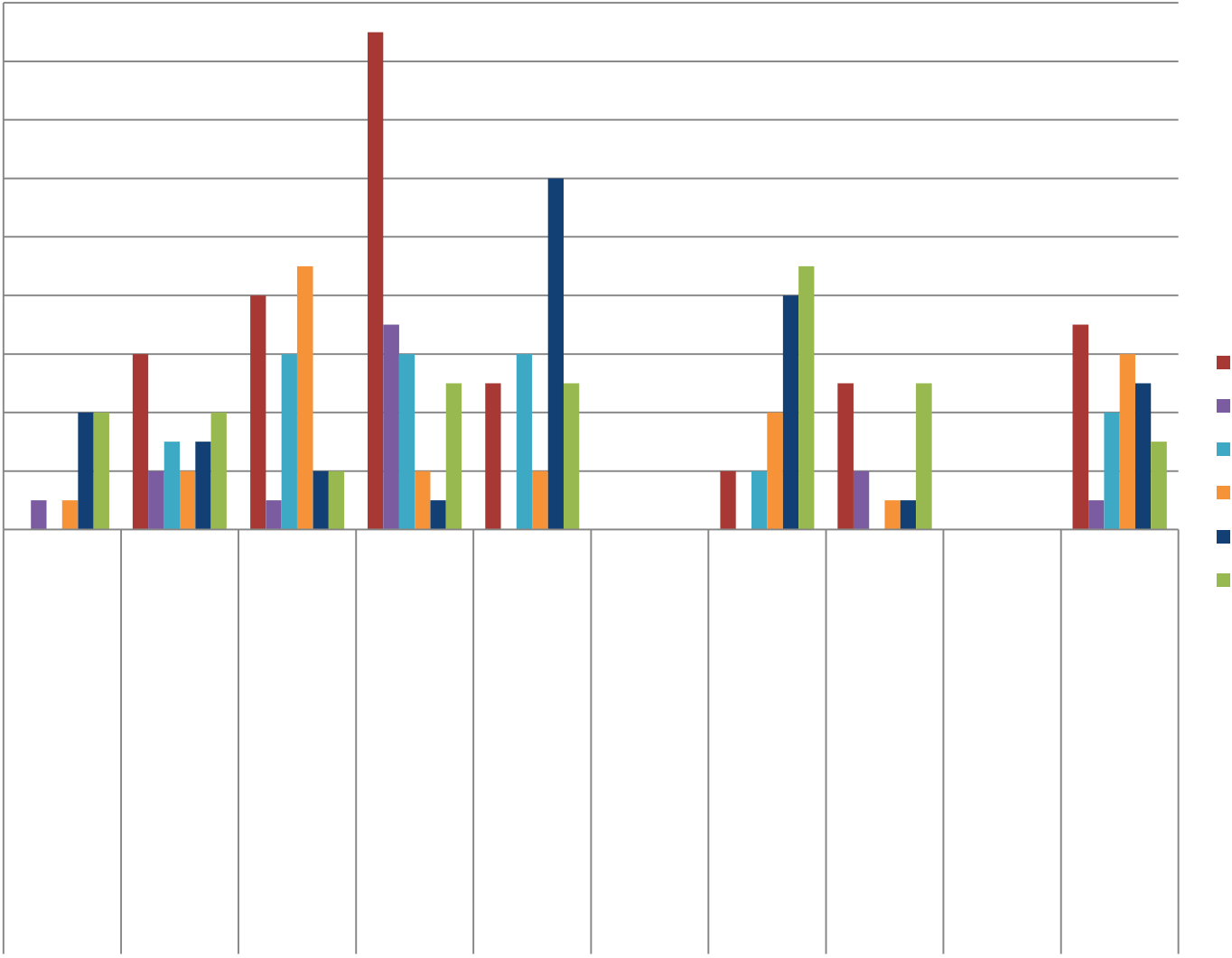


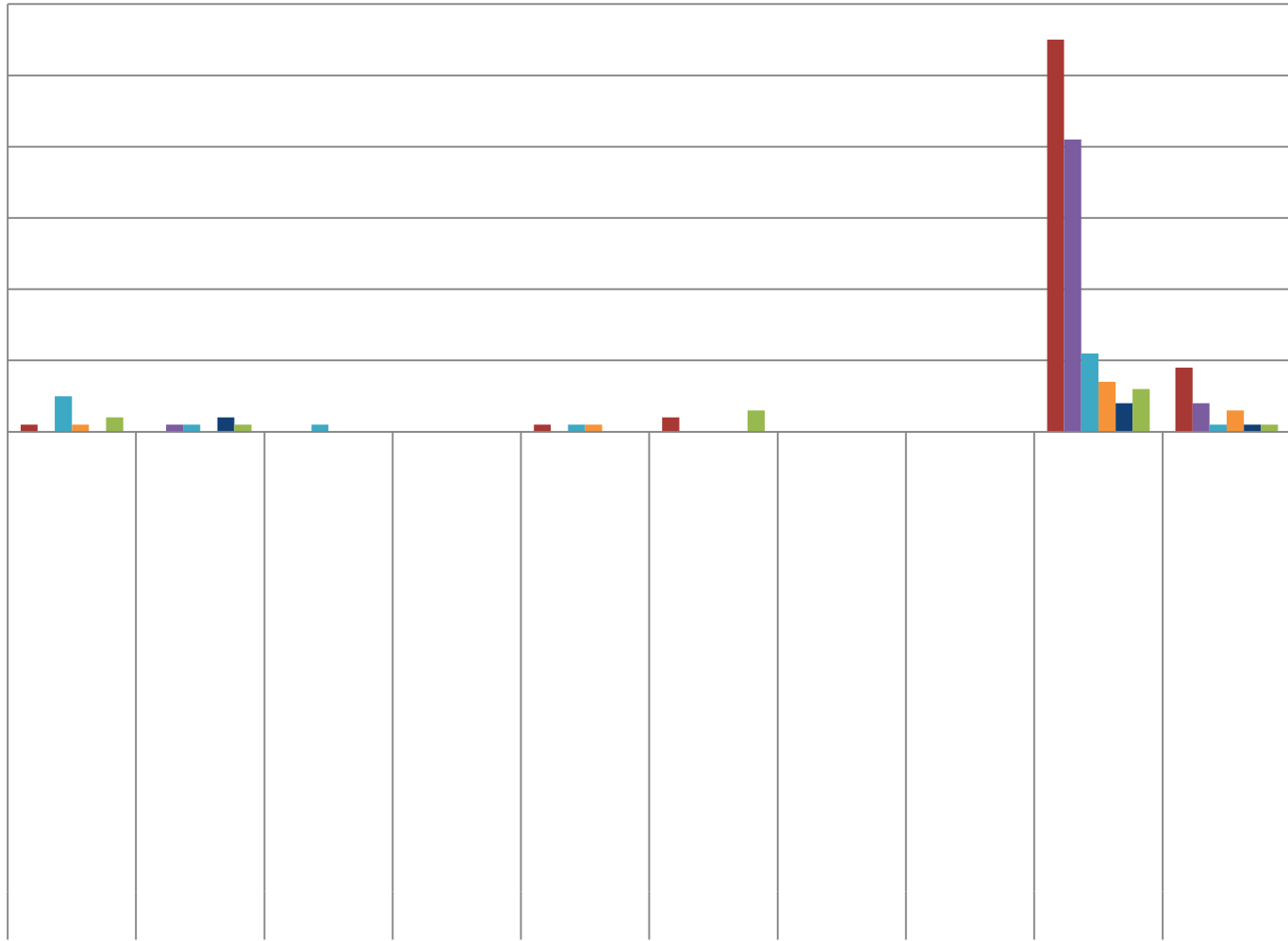


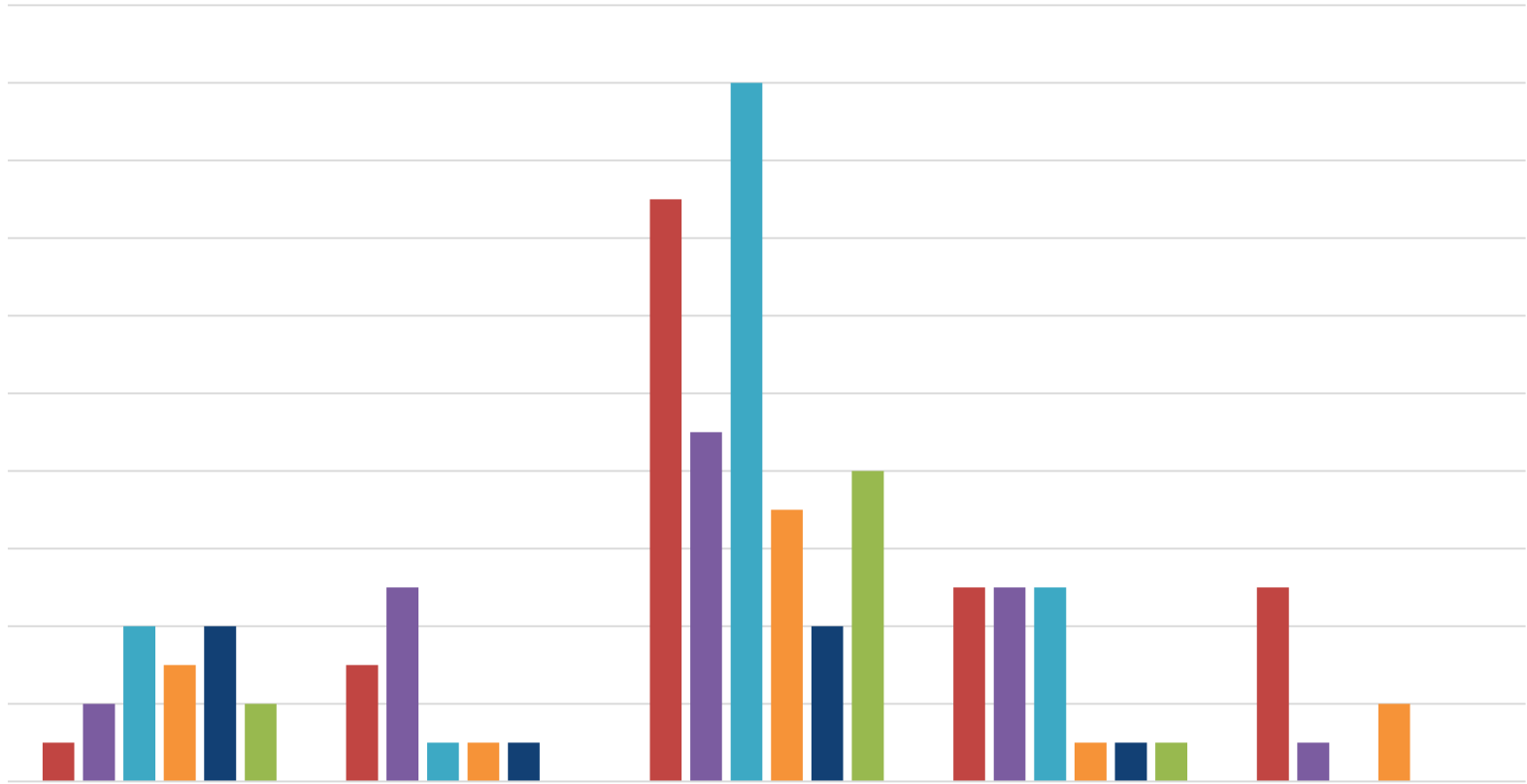


# Legal, Regulatory and Financial and Compliance 2011-2017

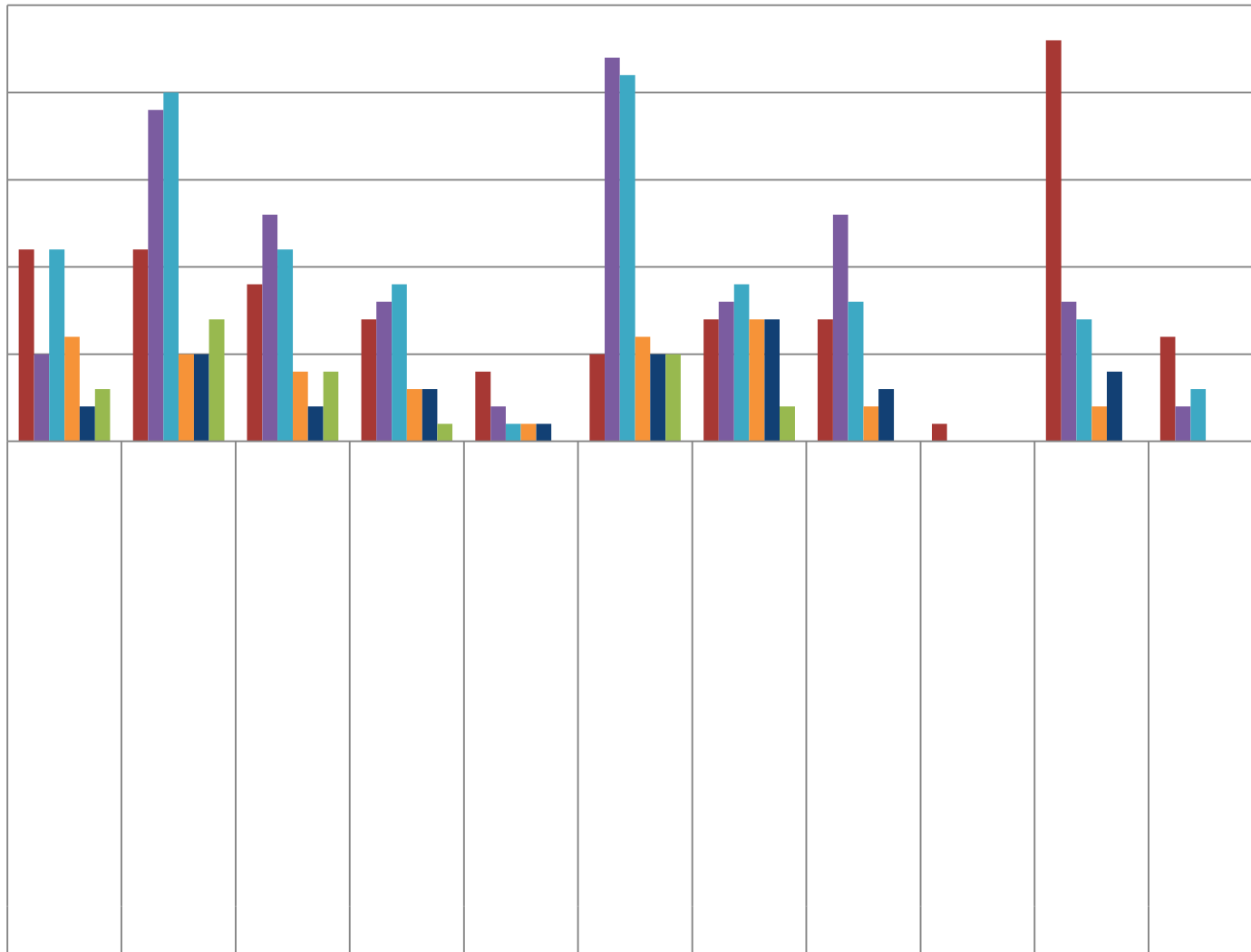
Number of Cases











# Vale Ethics and Standards 2011-2017

