An Environment of Integrity

New Faculty Orientation

2019
Integrity in

• All interpersonal interactions
• Research
• Education
• Clinical Care
After this session you will be able to:

• Describe policies that support an environment of integrity
• Identify institutional resources to support professionalism
• Appreciate the importance of being able to talk about questionable behaviors
• Understand your role in supporting a positive and professional work culture
• Utilize strategies for bystander interventions
Office for Institutional Equity

Kimberley Hewitt, JD
New Vice President for Institutional Equity & Chief Diversity Officer

- Education, training, and compliance office; handles reporting for discrimination, harassment, sexual misconduct
- Equal employment and affirmative action; nondiscrimination, Title IX (protections for race, color, gender, sex, religion, national origin, age, disability, veteran status, sexual orientation, gender identity, gender expression, genetic information)
- OIE.duke.edu
Statement on faculty professionalism

• Covers questionable research practices and academic endeavors

• Contact: Ann Brown MD MHS, Vice Dean for Faculty
Statement on Faculty Professionalism

• All School of Medicine faculty are expected to uphold the highest standards for professional conduct and ethical behavior. Faculty are expected to treat everyone in the work environment with courtesy, respect, and dignity. Faculty are responsible for modeling professional conduct, for cultivating a respectful and inclusive work environment, and for responding to unprofessional behavior on the part of others. All faculty are expected to adhere to applicable Duke University and Duke University Health System policies and procedures.

https://medschool.duke.edu/about-us/faculty-resources/professionalism/statement-faculty-professionalism
Statement on Faculty Professionalism (2)

- Unprofessional behavior includes that which is intimidating, threatening, violent, inappropriate, illegal, dishonest or in violation of departmental, University or Health System standards or policy. To foster a just and safe community, unprofessional behavior will be addressed, with interventions aimed at promoting insight, accountability, and appropriate changes in behavior. Unprofessional behavior may result in sanctions, up to and including compensation reduction and the initiation of termination proceedings.

https://medschool.duke.edu/about-us/faculty-resources/professionalism/statement-faculty-professionalism
Sexual Harassment Initiative

- Survey of faculty and staff
- Leadership training
- Deans’ Forum
- Bystander and Civility Training
- Participation in NASEM Action Collaborative
- Taskforce on Sexual Harassment (recommendations forthcoming)

https://medschool.duke.edu/about-us/faculty-resources/faculty-development/professionalism/sexual-harassment-initiative
Integrity Line

• Available 24/7/365 for any faculty or staff to report complaints, including about faculty professionalism
• Reports can be made anonymously
• Managed by outside company
• If you see it, report it

Integrity Line
800-826-8109
What does the ombudsperson do?

• Provides a neutral, safe, and confidential environment to talk
• Listens to concerns and complaints and discusses appropriate options
• Helps to evaluate those options
• Mediates conflicts, convenes meetings, engages in "shuttle diplomacy"
• Provides information about university resources
• NOT formal dispute resolution or legal advice
Scientific Integrity
Duke Office of Scientific Integrity

- **ASIST**
  - Jenny Ariansen
  - Research Resources
  - Education & Training

- **COI**
  - Greg Samsa
  - Angie Solomon
  - Individual & Institutional COI management

- **Incident Response**
  - Lindsey Spangler
  - Coordinated Issue Resolution
  - Risk Mitigation

- **Research Misconduct**
  - Donna Kessler
  - Investigate allegations
  - Federal reporting

- **Clinical Quality Management Plan**
  - Lindsey Spangler
  - Prospective research monitoring program
  - QA/QC measures
Advancing Scientific Integrity, Services and Training (ASIST)

- Develop educational materials
- Organize outreach activities and communication about research integrity
- Improve data management practices
- Support a culture of research integrity
- Faculty and staff RCR training
Professionalism in Education
Policy on Appropriate Treatment of Learners

– Policy is on flash drive.

– Duke is “committed to creating and maintaining a positive learning environment for learners that is respectful and appropriately attentive to their learning needs and free from conduct by teachers that could be interpreted by learners as mistreatment”

– Contact: Ed Buckley MD, Vice Dean for Education
Office of Clinical Education and Learning Environment (CeLe)

Celebrating a Positive Learning Environment

Nancy Knudsen, MD
Assistant Dean for Learning Environment

Alison Clay, MD
Assistant Dean for Clinical Education

Clinical Professionalism: PACT

The Duke University Health System Professional Accountability Program (PACT) provides a framework for ensuring physicians (and other healthcare providers) are consistently exhibiting behaviors that support the DUHS Core Values.

“Caring for Our Patients, Their Loved Ones and Each Other”

Teamwork | Integrity | Diversity | Excellence | Safety
Duke Professional Accountability Program (PACT)

- Promote behaviors consistent with DUHS core system values
- Apply the principles of a Just Culture (Accountable Culture) to the behavioral choices / responses of providers that may negatively impact patient safety and quality
- Improve communication and thus effectiveness and efficiency of the healthcare team
- Support the delivery of high quality patient-centered care
- Reduce medical malpractice risks
- Uphold the Duke Health Code of Conduct: Integrity in Action
Sources of Data for PACT

- The **Safety Reporting System** (RL6) provides a centralized location for reporting concerns 24 hours a day, 7 days a week by peers, staff, and learners.
- Allows confidential reporting that is protected by attorney-client and peer review privileges.
- The Safety Reporting System (RL6) allows voluntary reporting of issues and concerns related to:
  - Communication
  - Care and Treatment
  - Health Care Provider Concern/Respect
  - Accessibility and Availability
Events:
- Repeat complaints or trends as identified by the Intervention Committee
- Events serious in nature that did not result in harm

Action:
Peer Messenger intervention within 1 business day
For more information: Check out the “DUHS Professionalism Accountability Program” offered through the Duke Center for Healthcare Safety & Quality
Program Contacts

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Ada Gregory, MA

• Associate Director of the Kenan Institute for Ethics
• Student Ombudsperson
• Leader in equity, diversity and violence prevention