



Challenges & Solutions to Safe Reporting

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Who am I?

- Program coordinator; Washington University School of Medicine
- 4 Years
- Graduated 60 residents, another 80 in training



Questions? Reach me at:
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What is Reporting?

#1 - Feedback
Helpful information or criticism that is given to someone to say what can be done to improve a performance, product, etc.

- The Britannica Dictionary

#2 - Reporting
Programs, in partnership with their Sponsoring Institutions, should have a process for education of residents and faculty regarding unprofessional behavior and a confidential process for reporting, investigating, and addressing concerns.

- ACGME Common Program Requirements

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Things Heard in My Office



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Things Heard in My Office

"I heard one of the faculty making really racist comments to another team member in the breakroom, and they knew I was nearby. I don't feel safe around them anymore."

"I don't want to become a target"



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Things Heard in My Office

"My attending grabbed me to reposition my body for a technique I was struggling with, without any warning. I really startled me, and I feel super uncomfortable around them now."

"No one else has a problem with it. I don't want to say something and accidentally damage their career...or mine."



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Things Heard in My Office

"Oh, Dr. X? They're always condescending and verbally abusive to the trainees."

"Dr. X has been here forever – no one is going to do anything about it, so why bother?"



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Effective Reporting...How?

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Step One: Identify the Problem

Started with a Goal: To work towards a safe, enjoyable work environment for ALL staff.

Scope: Our Department

Responsibility: Lies with us – anyone in a role of leadership or authority in the department.



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Step Two: Check for Existing Solutions

WashU Med

SAFE

Supporting a Fair Environment

- A university-wide, safe reporting system
- Reports go to a review committee who reviews, responds
- Portal allows anonymous reporting, and to receive follow-up anonymously

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Step Three: Adapt and Build New Solutions



Peers in Anesthesiology Supporting a Fair Environment

Peer-based program to help address concerns about negative behaviors, conflicts, and microaggressions experienced by members of the department.

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Step 4: Implementation - PIA Safe

Department Role	# Champions
Chair	1
Vice Chair	4
Division Chief	2
Faculty	12
CRNA	3
RN	1
Trainee	10
Non-Clinical Support Staff	4
Total =	37

PIA Safe Champions are trained in:

1. Listening skills & navigating difficult conversations
2. Bystander & feedback training
3. Recognizing and addressing microaggressions, bias, etc.
4. Recognizing and verbalizing positive behavior to reinforce expectations

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Step Five: Keep Investing in Systems!

Ample Reminders: Systems Exist!

- Both SAFE & PIA SAFE are on our website – easily accessible
- Fliers with QR codes EVERYWHERE
- Verbal Reminders at All Resident Meetings
- Creative Communication

Invest in the Process

- Maintain reporting platform
- Continue training people, and supporting those already trained
- Report on progress! People need to know change is happening.

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It takes a village...



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