



NURSING PROGRAM

Policy Title: Program of Nursing Complaint, Concern, and Recognition Policy

Reason for Policy: To provide direction and clarity for communicating complaint, concern, or recognition.

I. OVERVIEW

This policy is designed to facilitate the creation and maintenance of an environment that is professional, respectful, inclusive, and intellectually stimulating. The process allows students, faculty, staff, and community partners to both recognize exemplary behavior as well as submit formal complaints and concerns about all aspects of the learning environment and program. Matters not covered by this policy include faculty matters appropriate for consideration by the School of Medicine Grievance Committee, and student matters appropriate for consideration by the PON Student Professionalism Committee.

II. DEFINITION

For purposes of this policy, the following definitions apply:

- **Formal Complaint:** Any complaint from students, faculty, staff, and community partners received by any regulatory or accrediting agency of the nursing program.
- **Concerns:** A concern made by a student, faculty, staff, or community partners where dissatisfaction with a particular situation or inappropriate treatment from any aspect of the learning environment is expressed. Concerns are written and submitted via the [PON Concern Form](#).
- **Recognition:** Written recognition of exemplary treatment of a learner or any member of the learning environment and who are role models for professionalism, either experienced or witnessed. Recognition is written and submitted via the [PON Recognition Form](#).

III. POLICY STATEMENT

The Tulane University School of Medicine Program of Nursing is committed to creating and maintaining a positive and respectful environment for its students, faculty, and staff by holding accountable those who do not follow the tenets of professional workplace behavior. The Tulane Healthcare Community believes that a profession gains its credibility by its commitment to society. As a professional group, we recognize our multiple responsibilities to our patients, colleagues, communities, families, and ourselves. Realizing that it is a privilege and an honor to be a healthcare professional, we hold the following ideals:

- * Patient welfare is our primary concern for only by this commitment do we justify the trust placed in us by patients and the community at large.
- * Relationships with our peers, faculty, and staff are an essential part of professional conduct.
- * Integrating personal growth into our professional development is essential to our commitment to nursing.

* As nursing professionals, we shall strive to be responsible citizens and strive to instill and uphold the values and ideas set forth here.

The program receives all concerns and records them in a confidential database. Each report is reviewed and investigated. An essential assumption is that all members of our community do not intend harm, rather may need education and awareness of the impact of their actions. Thus, early intervention is key to prevent continued or escalated unprofessional behavior.

An emphasis has been placed on recognizing those individuals with exemplary behavior and who are role models for professionalism.

Reporting of Exceptional Behavior

Exemplary treatment of a learner or any member of the learning environment, either experienced or witnessed, can be reported utilizing the [PON Recognition Form](#).

Reporting of a Concern

Concerns about any member or aspect of the learning environment, either experienced or witnessed, can be reported utilizing the [PON Concern Form](#).

*Please note that the Concern Form should not be used to report behavior related to an individual's personal medical visit or include any health information.

For students, staff, or faculty:

Perceived inappropriate treatment of a learner or any member of the learning environment, either experienced or witnessed, should be reported by one or more of the following methods:

1. In writing, utilize the [PON Concern Form](#).
 - When submitting a concern, you will be asked to select a B-SAFE category from a list. You can find the categories and definitions [here](#).
2. As an alternative, the [Tulane University Campus Reporting Form](#) can be utilized by students, staff, or faculty to report any concerns. If an incident involves perceived harassment or discrimination, the [Tulane University Campus Reporting Form](#) should be used to send the report directly to the Title IX Coordinator and/or the Office of Institutional Equity (OIE) as required by federal law. Reports submitted to the PON that are deemed to include harassment or discrimination will be forwarded to OIE. For more information about University sexual harassment and discrimination policies, [visit this link](#).
3. If you feel like you are in immediate danger, contact TUPD for assistance. Their contact information is below. Also, all Tulane community members should download the Everbridge app, which allows you to receive TU Alerts directly from the app and to utilize several safety features. To download the app, [click here](#).

TUPD Contact Information:

- Emergency: **(504) 988-5555**
- Non-Emergency: **(504) 988-5531**

For students only:

In addition to the methods listed above, students have the opportunity to report perceived concerning behavior by one or more of the following methods:

1. Verbally or in writing to the PON Director of Curriculum and Academic Affairs. The PON encourages students to report concerns directly. However, after discussing concerns with the student, the Director of Curriculum and Academic Affairs is encouraged to submit a [Concern Form](#). This will allow for entering of the concern into the tracking database and initiation of the review process.

Confidentiality of Reports

The Program and the University will keep confidential all records of concerns to the extent permitted by law. Note that behaviors that violate Title IX of the 1972 Education Amendments to the Higher Education Act, which includes discrimination or harassment based on sex or gender, must be reported by any University official so they can be promptly acted upon in compliance with federal law. If a report suggests discrimination, the Program is required to notify the University's Office of Institutional Equity so that an investigation may be initiated. Required notification also includes behaviors that pose an imminent danger to others (e.g., violence or threats of physical violence, illegal drug use by caregivers in the clinical setting, deliberate violation of patient safety procedures) or are illegal (e.g., stealing narcotics, falsifying patient records) and must be reported immediately (possibly TUPD) so that action can be taken.

All concerns that don't meet the criteria for immediate reporting will be confidential, if the reporter requests. If the reporter requests confidentiality, their information will be limited to the Department Administrator, who will redact the reporter's name from the PON Administration review as well as any other party that is automatically identified, in the case of learners. We therefore encourage you to include your name so that we can request further detail if needed. If a report is made anonymously, the concern will be reviewed and addressed based on the information provided, which may be limited. Full disclosure of the persons involved, and the behaviors witnessed, can lead to more effective action to address the concern.

Of note, any learner who reports inappropriate behavior may request a delayed review of their concern until after grades and/or evaluations have been completed. The process will include an initial review by the Department Administrator to assess for required reporting. Then, following the requested delay, the concern will be reviewed by the PON Administration and sent to the appropriate parties identified for notification. Please note, however, that time delays in addressing an incident may lessen the impact of the intervention.

Protection of Rights of those Reporting Concerning Behavior

The success of the concern reporting process in safe-guarding the learning environment depends on the timely reporting of incidents of inappropriate treatment. In all cases, retaliation, or the encouragement of another to retaliate against the person making such a report will be considered a breach of professionalism and will be addressed accordingly.

Protection of the Rights of those Reported for Concerning Behavior

Intentional false or malicious reports of concerning behaviors will not be tolerated and will be handled as a disciplinary matter in the learner's program. All reports of concerning behavior will be handled confidentially, with the exceptions noted above, and in a manner that affords due process.

Review of Reports of Concerning Behavior

All reports will be reviewed by the PON Administration and triaged as appropriate. If requested by the individual reporting, the timing of a review can be adjusted or delayed to relieve fear of intimidation or retaliation. However, if the concern involves behavior that suggests a violation of Title IX or

imminent danger, the report will be referred to the Office of Institutional Equity without delay. We encourage all reports to be as detailed as possible to allow for a complete review.

III. POLICY GOALS

1. Facilitate a professional and inclusive learning/work environment based on our ideals.
2. Provide consistent educational opportunities for all members of our community.
3. Provide a clear and transparent process for reviewing and resolving all submissions.
4. Provide a fair system to ensure accountability of all members of our community.
5. Ensure confidentiality and minimize fear of retaliation.

III. POLICY RESOURCES

PON Professional Code of Conduct
PON Concern Form
PON Recognition Form
Tulane University Campus Reporting Form
Tulane University Office of Institutional Equity
Tulane University Title IX Office
B-SAFE Definitions

IV. POLICY REVIEW

Effective Date:	November 7, 2024
Last Reviewed/Updated:	Inaugural Policy.
Responsible Office:	Dean, Nursing Program
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