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**E**stablished in the fall of 2011 by Dr. John R. Raymond, Sr., President and CEO of the Medical College of Wisconsin, the Ombuds Office is a resource for faculty and staff who wish to discuss concerns, conflicts or

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## Consulting the Ombuds

Individual MCW faculty or staff members or group of employees wishing to consult the Ombuds typically contact the Office by email ([ombuds@mcw.edu](mailto:ombuds@mcw.edu)) or confidential telephone line (414 266 8776) to schedule an in person visit to the Ombuds Office. On occasion – particularly for fairly straightforward factual questions – a phone consultation with the Ombuds can be arranged. Visitors to the Ombuds Office usually raise one or more issues or concerns – some of which can be resolved fairly quickly during a single session. Often, visitors raise more complicated issues which will prompt the Ombuds to seek additional information while also protecting the confidentiality of the individual or group. Before others are contacted during this informal “fact finding,” the Ombuds and visitor always agree upon exactly what information will be discussed and with whom. For example, determining how a specific policy is interpreted might require contact with the Offices of Human Resources, Faculty Affairs, General Counsel or Corporate Compliance. Accordingly, the Ombuds and visitor would agree at the initial session which offices would be consulted and whether information such as the department or name of the visitor would be shared. In most cases, these types of inquiries would not require any reference to the visitor or his/her department – so it is relatively straightforward to preserve anonymity.

Ombuds offices at institutions across the country utilize varying methods to report activities. These may include the total number of visitors to a particular office, the number of groups of visitors to the office, or the total number of individuals with whom the office has had contact (including both visitors to the office and individuals contacted to seek additional information or guidance). The International Ombudsman Association (IOA) ([h](#)

From January 1, 2014 – December 31, 2014, the MCW Ombuds Office logged 174 initial visits by single individuals or groups of individuals (note that repeat visits by individuals/groups for the same issues are not counted in the number reported above, nor are the individuals or offices consulted by the Ombuds on behalf of visitors to the Office). Of these visits, 62.6% were by faculty, 33.4% were by staff, and 4% were by “other” or unknown. Visitors/visitor groups to the Ombuds worked in MCW clinical departments (44%), centers/institutes (11.7%), administrative units (17.6%) and basic science departments (11.7%). In addition, 15% worked in “other” or unknown departments. The visits noted above also included 31 exit interviews with faculty who had recently departed MCW. Exit interviews were added to the purview of the Ombuds Office in July 2012, and are offered to faculty who are retiring, have elected to move to a new medical school for career advancement or personal reasons, or have not had their MCW contracts extended).

The issues and/or concerns raised by visitors to the MCW Ombuds Office are detailed in the *Appendix*. The most common reasons people visited the Ombuds Office related to concerns about their “evaluative relationships” – that is, relationships with either supervisors or supervisees. The second most common category of issues concerned “career progression and development,” which included issues regarding employee advancement and career progression, as well as termination, nonrenewal and resignation. Matters related to “peer and colleague relationships” (including conflicts with coworkers) were the colleague

termination of Tj/TT01Tf0.00/C201Tf0Tc5.4850Td0231Tj/TT01Tf0.001Tc (and) Tjnd and issues



**\*Issues/concerns discussed were tallied according to the recommended reporting categories of the International Ombudsman Association (IOA) ([www.ombudsassociation.org](http://www.ombudsassociation.org))**

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## Location and Directions to the Ombuds Office

Curative Care Network, Room 2512  
1000 N. 92nd Street  
Milwaukee, WI 53226

The Ombuds Office is located on the second floor of Curative Care Network.

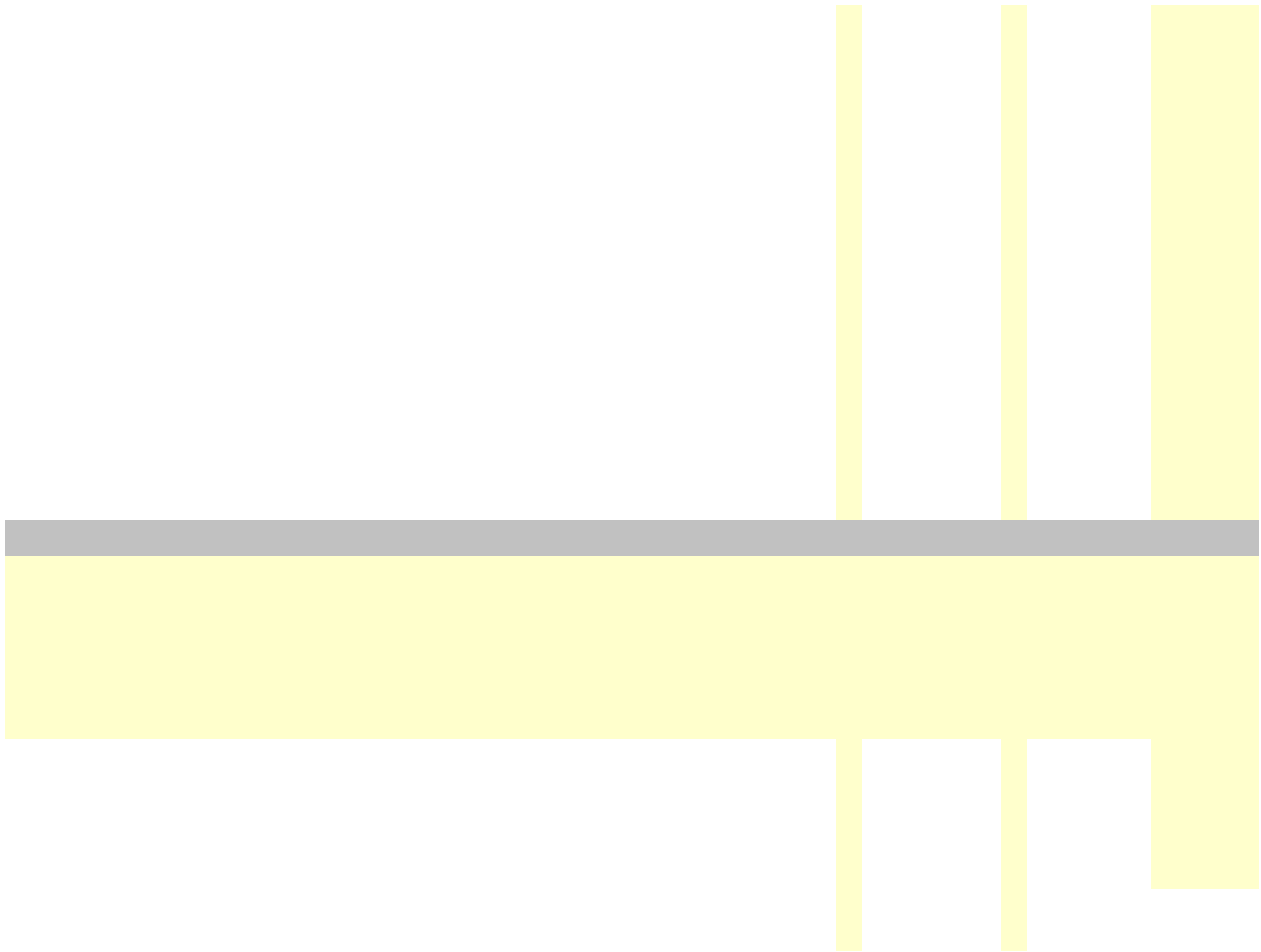
We recommend that you park in the West Visitor Parking Lot and enter the building via the West (Main) Entrance.

Take the right set of elevators



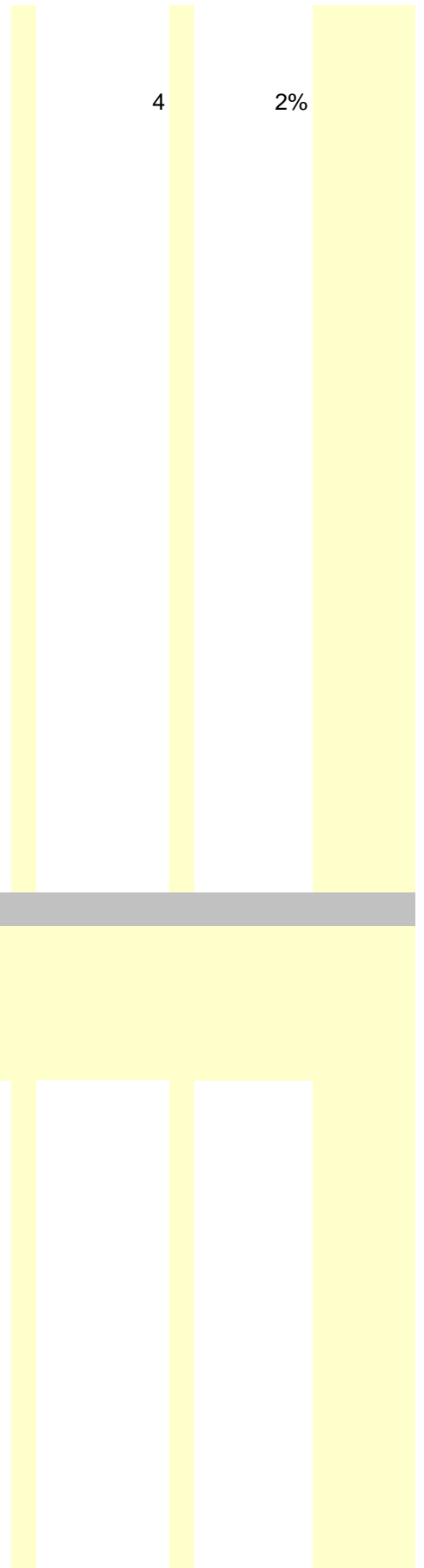
## Issues, Questions, Concerns, or Inquiries Addressed with Ombuds

Category	Number	
<b>1</b>		
	<b>Sub-total</b>	<b>22</b>
		<b>2.4%</b>
1.a <b>Compensation</b> (rate of pay, salary amount, job salary classification/level)	10	45%
1.b <b>Payroll</b> (administration of pay, check wrong or delayed)	0	0%
1.c <b>Benefits</b> (decisions related to medical, dental, life, vacation/sick leave, education, worker's compensation insurance, etc.)	8	36%
1.d <b>Retirement, Pension</b> (eligibility, calculation of amount, retirement pension benefits)	3	14%
1.e <b>Other</b> (any other employee compensation or benefit not described by the above categories)	1	5%
<b>2</b>		
	<b>Sub-total</b>	<b>536</b>
		<b>58.8%</b>
2.a <b>Priorities, Values, Beliefs</b> (differences about what should be considered important - or most important –often rooted in ethical or moral beliefs)	31	6%
2.b <b>Respect, Treatment</b> (demonstrations of inappropriate behavior, disregard for people, rudeness, crudeness, etc.)	73	14%
2.c <b>Trust, Integrity</b>		



4.a **Job Application, Selection and Recruitment Processes**  
(recruitment and selection processes, facilitation of job applications,  
short-listing and criteria for selection, disputed decisions linked to  
recruitment and selection)

4.b



5.g <b>Intellectual Property Rights</b> (e.g., copyright and patent infringement)	4	15%
5.h <b>Privacy and Security of Information</b> (release or access to individual or organizational private or confidential information)	1	4%
5.i <b>5.i. Property Damage</b> (personal property damage, liabilities)	0	
5.j <b>Other</b> (any other legal, financial and compliance issue not described by the above categories)	6	22%

**6**

<b>Sub-total</b>	<b>12</b>	<b>1.3%</b>
6.a <b>Safety</b> (physical safety, injury, medical evacuation, meeting federal and state requirements for safety training and equipment)	1	8%
6.b <b>Physical W W 6 (I)5 ( W)8 ( Wa-8 (r)-6equi)3 (pmentd (22%58 0 Td 0</b>		

7.d **Behavior of Service Provider(s)** (how an administrator or staff member spoke to or dealt with a constituent, customer, or client, eg., rude, inattentive, or impatient)

1 7%

7.e **Other** (any services or administrative issue not described by the above categories)

2 14%

**8**

**Sub-total**

9.c	<b>Scientific Conduct, Integrity</b> (scientific or research misconduct or misdemeanors, e.g., authorship; falsification of results)	9	45%
9.d	<b>Policies and Procedures NOT Covered in Broad Categories 1 thru 8</b> (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)	4	
9.e	<b>Other</b> (Other policy, procedure, ethics or standards issues not described in the above categories)	0	0%

<b>TOTAL</b>		<b>912</b>	
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