



We're Listening: Give Feedback

1. Comments about a trainee, faculty, or a residency/fellowship training program

Click the Qualtrics link to complete an anonymous evaluation. Qualtrics Survey Link:
https://usfhealth.az1.qualtrics.com/jfe/form/SV_0p0gG6fyL2Vpb13

2. Concerns about a trainee's Care at a Clinical Site

For patients and inter-professionals to provide feedback on residents and fellows, click the Qualtrics Survey Link:

https://usf.az1.qualtrics.com/jfe/form/SV_cXZHYRYUf5is8iW

3. Concerns with Care at a Clinical Site

Please refer to the event reporting system (see page 2) where the patient care occurred:

[Good Catch Reporting](#)

4. Concerns about sexual misconduct

Click the link to get more information and report an incident of sexual misconduct or harassment to the USF Diversity Inclusion and Equal Opportunity office:

<https://www.usf.edu/title-ix/gethelp/file-a-report.aspx>

5. Concerns with medical students

Faculty, staff, residents/fellows, and students can report professionalism concerns confidentially using the report:

https://usf.az1.qualtrics.com/jfe/form/SV_b335ItuIGplIH9A

6. Concerns with Professional Integrity, HIPAA, or Code of Conduct

1. Report all HIPAA privacy related breaches or incidents in the PrivacyPro Solutions:
<https://usf.complianceprohealth.com/report/privacy>, or
2. Please contact the USF Privacy & Healthcare Civil Rights Compliance Program via phone (813) 874-2222 or email at privacy@usf.edu, or
3. Please contact the USF Hotline at EthicsPoint to make a confidential report:
<https://secure.ethicspoint.com/domain/media/en/gui/14773/index.html?locationid=-1>.

When you are unsure about the RIGHT action

Because ethical behavior and compliance with laws and regulations are extremely important to USF Health, members of the USF Health community are expected to know and follow the policies, standards, and regulations applicable to their duties. When you are unsure what the RIGHT action, you are encouraged to:

- Review the [policies](#) available on the GME website,
- Seek advice from your program or GME leadership, or
- Call the USF Helpline (813) 974-2222.

GOOD CATCH – REPORTING CONCERNS WITH CARE AT A CLINICAL SITE

What is a Good Catch? -An unplanned event that did not result in injury, illness or damage - but had the potential to do so, OR ANY potential medical error

Below are instructions on how to report a good catch at USF and at our affiliate sites.

Note the following **NA**: Confidential, but Not Anonymous Reporting; **A**: Anonymous Reporting

Tampa General Hospital | NA

- * Create a report using the Provider Quick Submit form from a TGH computer and have your TGH login information.
- * TGH User ID Help: Look on the back of your TGH ID badge. Under the smaller barcode, you will see a 6-digit number. Change the first number to a letter following this sequence (0=a; 1=b, etc.). The first letter is followed by the remaining 5 numbers (Example: 312345 = user ID: d12345).
Note – Reset your password by going to <https://myaccess.tgh.org/>
- * From a TGH computer through **EPIC**-> look for the **Hyperlinks** menu ->**Incident/Event Reporting**, and enter your username and password.
- * Select the Provider Quick Submit icon (scroll down and shown to the left). Icons are alphabetized by title.



University of South Florida | NA

- * From a USF Health computer, click on the RL icon; or using a web browser, go to http://rlprod/RL6_Prod/Homecenter/.
- * Sign in using your USF Health username and password.



James A Haley VA | NA

<http://www.vaww.tampa.va.gov/>

- * Must log on using a VA computer; click “report a concern.”



Moffitt Cancer Center | NA

http://ldtlibrary/RLSolutions/Support/SubmitSafetyReport_help/SubmitSafetyReport_help.htm

- * From a Moffitt computer, go to the MoffittNet homepage. Select **My Applications** from the top menu. Choose the **RL Moffitt Safety Report** icon from the Moffitt applications menu.



Bay Pines VA | NA

<https://vaww.visn8.portal2.va.gov/apps/bay/SitePages/EIR.aspx>

- * On a VA computer, click the link above or click VA shortcuts which is a gold star and then click on “JPRS” link (Joint Patient Safety reporting) to complete.



Johns Hopkins All Children's Hospital | NA

- * From a JH ACH desktop computer, click on the “Hero” icon.



If you have concerns about an event, please read through [SIP FAQs](#) or contact the Self-Insurance Program (SIP) at the following:

USF Self-Insurance Program

Ph: 813-974-8008

Fax: 813-974-8114

E-mail: usfsip@health.usf.edu