



Resident's

REPORTING PROCESS

Step 1: follow your chain of command

Step 2: follow appropriate section below

<http://www.etsu.edu/com/gme/>

Patient Issues

I have concerns about patient safety or potential harm, or wish to report a medical error, near miss or unintended outcome:

BRMC:

www.balladhealth.org-Ballad Intranet-Patient/Employee Occurrence Report System
Tina Hurd 423-844-3471

HVMC:

www.balladhealth.org-Ballad Intranet-Patient/Employee Occurrence Report System
Deanna Mullins 423-224-6068 or
Jill Penley 423-224-5612

JCMC:

www.balladhealth.org
<http://intranet.balladhealth.org/pages/home.aspx>
Tammy Matherly 423-431-2744

VAMC:

VA Intranet site:
MapIt Incident Report or
complete VA Form 10-2633 or

926-1171-ext. 7306 or 7109
I have a general suggestion or concern:

- GME Office.....423-439-8023
- Dean....deanofmedicine@etsu.edu
- VA DEO....matthew.parks@va.gov

Physician Wellness

I have concerns about fatigue or work environment :

- DIO's Office....423-439-8023

I have a concern about my mental health:

- Resident Assistance Program (RAP).....24 hrs a day
Page: 423-854-0342
- Tennessee Medical Foundation
615-467-6411

I have a concern about mistreatment or accommodations:

- DIO's Office.....423-439-8023
- Ombudsperson....423-439-8133

I have a concern about workplace violence:

- ETSU Safety Office...423-439-911
- VA Police.....926-1171, ext. 2911

I have contacted all other resources available at my institution and still have concerns:

- ACGME Resident Services:
residentservices@acgme.org



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