

Bois Forte Health and Human Services Compliance Hotline

BOIS FORTE HEALTH AND HUMAN SERVICES (BFHHS) seeks to maintain the highest ethical standards for our industry. One way in which we seek to keep these ethical standards is through compliance issue reporting. A Compliance Hotline is available to all employees, contract staff, and patients.

Hotline Address and Availability

BFHHS will maintain a separate Compliance Hotline as a means for reporting Compliance issues. This Compliance Hotline information is:

Phone: (218) 757-3650 Ext 202

Email address: complaints@boisforte-nsn.gov

Confidentiality of Reporter and Information

Any and all reporters will have the option of remaining anonymous in the reporting of compliance issues. All reporters, anonymous and known, will be given the strictest confidentiality by the Compliance Officer and rotating Compliance Committee to the extent allowed by law. However, BFHHS cannot guarantee confidentiality when material evidence of a violation of law is made available by the reporter or if the reporter is identified during the normal course of investigation. BFHHS will ensure a no retaliation guarantee to the reporter for good faith compliance issue information.

Non-Retaliatory Policy

BFHHS will have a non-retaliatory policy for any employee or contract staff member who reports any compliance issue in good faith. This does not immune any individual who reports a direct violation of the code of conduct or illegal act committed by the reporting individual from the appropriate form of discipline including termination.

Notice of Compliance Hotline

All employees and contract staff will be given Compliance Hotline cards detailing the address. In addition, all BFHHS buildings and locations will post the Compliance Hotline information.

What to Expect When You Report

A list of questions will be supplied to all employees to enable the accurate collection of information from the reporter about the compliance issue.

Investigation of Compliance Issue

The Compliance Committee of BFHHS will investigate each compliance issue presented through the Hotline, Management, or Compliance Officer. The investigation will be conducted to conclude the following:

- 1) Valid or not-valid compliance issue
- 2) Scope of compliance issue (i.e. isolated instance or recurring problem)
- 3) Depth of compliance issue (i.e. isolated to one office or location wide problem)

Investigation Response/Written Report

The Compliance Committee of BFHHS, upon completion of investigation of compliance issue, will address in a written report its findings to management and the reporting individual, if known. The Compliance Committee will so recommend to management new procedures, if required.