

Ethics Reporting and Incident Management, Marketing, Benchmarking, and Best Practices

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April 10, 2020

- Intake methods: Do you have the 800 number no one calls?
- Intake Marketing: Hotlines or Helplines? Whistleblower or Reporter? Words matter.
- Report sources, issues, and substantiation rates: How does your program compare?
- Incident tracking: If it's not documented, did it happen?
- Reporting: Embracing the age of analytics.

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