

Actions Needed to Address Employee Misconduct Process and Ensure Accountability.

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<https://psnet.ahrq.gov/issue/actions-needed-address-employee-misconduct-process-and-ensure-accountability>

Both organizational and [individual accountability](#) are required to ensure safe care. This analysis of Department of Veterans Affairs (VA) responses to [whistle-blower](#) concerns and reports of [staff misconduct](#) found that the VA has [procedures](#) for investigating these allegations but determined that the process was unreliable. The report outlines recommendations for [improvement](#) including ensuring whistle-blowers are treated fairly and assigning responsibilities across the hierarchy to ensure incidents receive the appropriate attention.