

# SOUTHERN AT THE SEC

Sports Injury Update & Case Based Discussion 2024
Presented by Southern Orthopaedic Association

# **Preliminary Program**

March 14-16, 2024

Embassy Suites by Hilton Nashville Downtown Nashville, TN







**12.5**Category A hours/CEUs

#### **Accreditation** Information

#### MISSION

The Southern Orthopaedic Association (SOA) was founded in 1983 solely to develop and foster scientific medicine in the specialty of orthopaedic surgery. Meetings of the Association are dedicated to disseminating current clinical, research, and practice innovations in orthopaedic medicine.

#### TARGET ALIDIENCE

This program is designed to meet the needs of physicians in orthopaedic surgery and sports medicine. Information presented may also be of interest to allied healthcare professionals (athletic trainers, physical therapists, chiropractors) working in an orthopaedic or sports medicine setting or caring for the athletically active individual with acute or chronic musculoskeletal ailments.

#### CMF CREDIT

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the American Academy of Orthopaedic Surgeons and the Southern Orthopaedic Association. The American Academy of Orthopaedic Surgeons is accredited by the ACCME to provide continuing medical education for physicians.

The American Academy of Orthopaedic Surgeons designates this live activity for a maximum of 12.5 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

#### CEC CREDIT

Physician's Assistants can receive up to 12.5 credit hours toward Continuing Education Credits, AAPA accepts American Medical Association Category I, Level 1 CME credit for the Physician's Recognition Award from organizations accredited by the ACCME.

#### BOC CEUS

The Southern Orthopaedic Association (BOC AP# P3339) is approved by the Board of Certification, Inc. to provide continuing education to Athletic Trainers. This program is eligible for a maximum of 12.5 Category A hours/CFUs. ATs should claim only those hours actually spent in the educational program.

Please check with your state licensure Board to see if the SEC 2024 Sports Injury Update qualifies for continuing education credit.

In the treatment of musculoskeletal injuries in the athletically active, treatment alternatives are constantly changing. Advances in therapeutic treatment options provide up to date state of the art techniques which allow for the quickest return to athletic participation. These continuous advances make it crucial for physicians to be current on such information to provide the patient with optimal timely care.

## The 2023 & 2024 SEC Team Physicians of the Year

# Kevin W. Farmer. MD University of Florida

2023 SEC Team Physician of the Year



Dr. Kevin W. Farmer. currently a professor in the University of Florida Department of Orthonaedics and Sports Medicine and a team physician for the UF Athletic Association. earned his medical degree from the Johns Hopkins University

School of Medicine in 2003 and completed a residency in orthopaedic surgery at The Johns Hopkins Hospital. He then completed a fellowship in sports medicine and arthroscopy at the University of Miami Sports Medicine Institute and a fellowship in shoulder and elbow reconstruction at the University of Florida.

Widely published. Dr. Farmer is also editor of the "In-Season Management of Football Injuries" textbook. He was elected to membership in the American Orthopaedic Society for Sports Medicine, American Shoulder and Elbow Surgeons, the American Academy of Orthopaedic Surgeons, and the Southern Orthopaedic Association, He formerly served as the president of the Florida Orthopaedic Society and the Florida Alliance for Sports Medicine

### Robert Warne Fitch. MD Vanderbilt University Medical Center 2024 SEC Team Physician of the Year



Dr. Robert "Warne" Fitch. a highly respected Vanderbilt University Medical Center sports medicine specialist who has been active in the care of Commodore student-athletes for nearly a decade, has been appointed Head Team Physician for

Vanderbilt Athletics.

A native of Naperville, III., Dr. Fitch has served as a team physician for the Vanderbilt football squad since 2006, as well as working with members of the Nashville Predators Nashville Sounds, and athletes from numerous Middle Tennessee high schools

Dr. Fitch is a graduate from Wake Forest University, earning his Doctor of Medicine degree in 2001. He completed his Residency in Emergency Medicine at Vanderbilt in 2004 and served as Chief Resident of Vanderbilt's Emergency Medicine program in 2005. The following year, he became the first Emergency Medicine-trained physician at Vanderbilt to complete a fellowship in Primary Care Sports

In addition to Dr. Kevin W. Farmer and Dr. Robert Warne Fitch receiving their awards for SEC Team Physicians for years 2023 & 2024, we are pleased to announce that the Athletic Training Staffs at Vanderbilt University Medical Center and the University of Florida each receive a check for \$1,000 to be used for student athletic trainer education.

# Keynote Speaker James R. Andrews. MD Andrews Sports Medicine & Orthopaedic Center



Dr. James R Andrews is a distinguished orthopaedic surgeon and a founding member of Andrews Sports Medicine & Orthopaedic Center in Birmingham, Alabama. He is internationally recognized for his expertise in knee. shoulder, and elbow

injury prevention and treatment. As the cofounder of the American Sports Medicine Institute (ASMI), a non-profit institute dedicated to research and education in orthopaedic and sports medicine, Dr. Andrews serves as Chairman of the Board and Medical Director. Additionally, he is the Medical Director of the Andrews Institute in Gulf Breeze, Florida. and President and Chairman of the Board of the Andrews Research and Education Foundation. Dr. Andrews has made significant contributions to the field, having mentored over 314 orthopaedic/sports medicine Fellows and

authored numerous scientific articles and books, including "Any Given Monday," released in 2013

Beyond his medical accomplishments. Dr. Andrews has been actively involved in various sports organizations. He serves as Medical Director and Orthopaedic Surgeon for Auburn University Intercollegiate Athletics, Senior Orthopaedic Consultant at the University of Alabama, and Senior Consultant for the Washington Commanders. Dr. Andrews is also the Medical Director for the Tampa Bay Rays and the Ladies Professional Golf Association. Recognized for his outstanding contributions, he has received numerous awards, including the 2014 NCAA President's Gerald R. Ford Award and induction into the Alabama Sports Hall of Fame. A resident of Birmingham since 1986, Dr. Andrews, along with his wife Jenelle, has six children and is an avid yacht racer, winning accolades such as the 1990 International 50-foot Yacht Association World Cup with his racing sloop Abracadabra III. His diverse interests also extend to golf, hunting, and community involvement, making him a prominent figure in both medicine and sports.

# **Guest Speaker**

## Catherine S. O'Neal. MD Associate Professor of Clinical Medicine, LSU Health SFC Chief Medical Advisor



Dr Catherine (Katie) O'Neal is an Associate Professor of Clinical Medicine specializing in Infectious Diseases who was recently appointed as the SEC Chief Medical Advisor Dr. O'Neal graduated medical school from the Louisiana State University Health

Sciences Center (LSUHSC) in New Orleans in 2003. She completed her internal medicine training at LSUHSC in Baton Bouge in 2006 and an infectious disease fellowship at Vanderbilt

Medical Center in 2008 Dr O'Neal is a member of the Infectious Diseases Society of America and the Society for Healthcare Epidemiology of America (SHFA) She serves as an active member of the SHEA publications committee. She also serves on the community-wide antibiotic stewardship committee with the Baton Rouge Health District and is a faculty member of the OLOL resident's quality scholars program. Dr. O'Neal's research interests include reducing hospital acquired infections as well as reduction in antibiotic use through the use of rapid diagnostic testing.

# **Program Committee**

The Southern Orthopaedic Association gratefully acknowledges these orthopaedic surgeons for their contributions to the development of the scientific program.

Scott D. Mair. MD Program Chair University of Kentucky

Jeffrev A. Guv. MD Program, Vice Chair University of South Carolina

E. Lvle Cain. MD Andrews Sports Medicine & Orthopaedic Center

Robert G. Hosev. MD University of Kentucky

# **Faculty**

James R. Andrews, MD Andrews Sports Medicine & Orthopaedic Center

Russell A. Betcher, MD Knoxville Orthopaedic Clinic

Jeremy R. Bruce, MD University of Tennessee, Chattanooga

E. Lyle Cain. MD

Andrews Sports Medicine Institute D. Jeffrev Covell. MD

Danville Orthopaedics and Sports Medicine

Steven F. DeFroda. MD University of Missouri

Renton A. Emblom. MD Andrews Sports Medicine & Orthopaedic Center

> Kevin W. Farmer. MD University of Florida

Robert Warne Fitch, MD Vanderbilt University

W. Hunter Garrett, MD

University of Tennessee, Chattanooga

Tvler A. Gonzalez, MD, MBA University of South Carolina

Jeffrev A. Guv. MD University of South Carolina

Robert G. Hosev. MD University of Kentucky

J. Beniamin Jackson III. MD University of South Carolina

Darren L. Johnson, MD

University of Kentucky

Deryk G. Jones, MD Ochsner Sports Medicine Institute

Kimberly A. Kaiser, MD University of Kentucky

Christopher A. Klenck, MD University of Tennessee

Scott D. Mair. MD University of Kentucky

Chaitu S. Malempati. DO Western Kentucky University

Matthew J. Matava, MD

Washington University, St. Louis Christopher G. Mazoue. MD

University of South Carolina Amit Momava, MD

University of Alabama, Birmingham Clayton W. Nuelle. MD

University of Missouri

Catherine S. O'Neal, MD Louisiana State University

M. Kyle Smoot, MD University of Kentucky

James P. Stannard, MD

University of Missouri Austin V. Stone, MD, PhD

University of Kentucky Nicholas L. Strasser. MD Vanderbilt University

Brian R. Waterman. MD Wake Forest University

Benjamin R. Wilson, MD University of Kentucky

## **Accreditation Information**

This course is designed to provide an update on the latest treatment techniques and therapeutic rehabilitation strategies in the evaluation and treatment of the most common musculoskeletal disorders in the athletically active natient

#### OBJECTIVES

Through a combination of lectures, panel discussions, and audience participation. participants will have the opportunity to exchange information relative to current and emerging clinical concerns about the musculoskeletal problems seen in the upper and lower extremity. At the conclusion of the meeting, participants should be able to:

> EXPLAIN current controversies in treatment of shoulder, elbow, knee, hip. and spine disorders commonly seen in the athletically active.

**EVALUATE** injury patterns and prevention strategies of upper and lower extremity problems in the athletic population.

ANALYZE challenges encountered with rehabilitation of the shoulder, elbow, and knee in the athlete, as well as the older athletically active weekend warrior.

SELECT appropriate management options for the most commonly seen sports specific injuries; shoulder instability, rotator cuff tears, elbow ligament injuries: as well as knee injuries (ligament, menisci, articular cartilage).

**DIAGNOSE** and manage shoulder impingement, labral tears, rotator cuff tears, elbow instability as well as knee instability with associated meniscal and articular cartilage pathology.

#### DISCLAIMER

The products, procedures, and opinions presented at this meeting reflect the viewpoint or approach of the presenter only, and are not to be attributed to the Southern Orthopaedic Association, The Southern Orthopaedic Association presents such material for informational purposes only, and does not endorse any such product or the content of any such presentation.

#### **FORMAT**

The educational sessions will be held Thursday, Friday, and Saturday, March 14-16, from approximately 6:30 am - 11:30 am at the Embassy Suites by Hilton Nashville Downtown in Nashville, TN, allowing for free time in the afternoons.

#### REGISTRATION FEE

Registration fee covers the Scientific Program Sessions, Syllabus, Scientific Program Expenses, General Meeting Expenses, and Daily Continental Breakfasts and Breaks.



# Sports Injury Update & Cas

# Scientific Program and March 14-

Events, dates and times are subject to change, Ch

THURSDAY, MARCH 14
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6:30 - 6:35 am Welcome and Announcements Scott D. Mair. MD. Program Chair

Session 1 - Medical

Moderator: Robert G. Hosev. MD. University of Kentucky

6:35 - 6:50 am Undate: Consensus Statement on Concussion in Sport M. Kyle Smoot, MD, University of Kentucky 6:50 - 7:05 am The Science of "Improved Performance" Chris A. Klenck, MD. University of Tennessee 7:05 - 7:20 am Stimulant Usage in Young Athletes 2024 Robert G. Hosey, MD. University of Kentucky

7:20 - 7:35 am Discussion

Session 2 - HIP

Moderator: M. Kyle Smoot, MD, University of Kentucky

7:35 - 7:50 am Update on the Snapping Hip Russell A. Betcher, MD. Knoxville Orthopaedic Clinic 7:50 - 8:05 am The Thrower's Hip Kevin W. Farmer, MD. University of Florida 8:05 - 8:20 am Management of Proximal Hamstring Injuries Benton A. Emblom, MD, Andrews Sports Medicine & Orthopaedic Center 8:20 - 8:35 am Treatment of Labral Injuries in the Elite Athlete Steven F. DeFroda, MD, University of Missouri

8:35 - 8:50 am Discussion 8:50 - 8:55 am Recognition of the SEC 2023 Team

8:55 - 9:25 am BREAK WITH EXHIBITORS

Session 3 - Shoulder and Elbow

Moderator: Austin V. Stone, MD. PhD. University of Kentucky 9:25 - 9:40 am Options for the Irreparable Rotator Cuff

Tear Chaitu S. Malempati, DO, Western Kentucky University 9:40 - 9:55 am Acromioclavicular Joint Injuries: Current

Physician of the Year

Strategies

Austin V. Stone, MD. PhD. University of Kentucky

9:55 - 10:10 am UCL Injuries: Where are We on Management in 2024?

Brian R. Waterman, MD, Wake Forest University

10:10 - 10:25 am Discussion

10:25 - 10:40 am BREAK WITH EXHIBITORS Session 4 - Case Presentations and Discussion: Shoulder/Flhow Moderator: Scott D. Mair. MD. University of Kentucky

10:40 - 11:30 am Shoulder/Flbow Cases

Panel· Kevin W. Farmer, MD. University of Florida Chaitu S. Malempati, DO, Western

Kentucky University Austin V. Stone, MD. PhD. University of Kentucky

Brian R. Waterman, MD. Wake Forest University

FRIDAY. MARCH 15

6:30 - 6:35 am Welcome and Announcements Jeffrey A. Guy. MD. University of South

Carolina

Session 5 - Foot and Ankle

Moderator: Tyler A. Gonzalez, MD. MBA. University of South Carolina

6:35 - 6:50 am Management of 5th Metatarsal Fractures

Nicholas L. Strasser, MD. Vanderbilt

University

6:50 - 7:05 am Lisfranc Injuries in Athletes D. Jeffrey Covell, MD. Danville Orthopaedic

and Sports Medicine

7:05 - 7:20 am Navicular Stress Fractures

J. Benjamin Jackson, III, MD, University of

South Carolina

7:20 - 7:35 am Medial Ankle Instability: When Do We

Fix the Deltoid?

Tyler A. Gonzalez, MD, MBA, University of South Carolina

7:35 - 7:55 am Discussion

7:55 - 8:25 am BREAK WITH EXHIBITORS

Session 6 - Thrower's Shoulder/Elbow

Moderator: E. Lyle Cain. MD. Andrews Sports Medicine Institute

8:25 - 8:40 am Baseball Shoulder Injuries

Christopher G. Mazoue, MD. University of

South Carolina

8:40 - 8:55 am UCL Revision Surgery - When and How

E. Lyle Cain, MD, Andrews Sports

Medicine Institute

8:55 - 9:10 am Cartilage Implantation in Capitellar OCD

Deryk G. Jones, MD, Ochsner Sports

Medicine Institute

9·10 - 9·25 am Discussion

# ase Rased Discussion 2024 and Schedule of Events

4-16. 2024

Check the final program for complete information.

Session 7 - Keynote Address

Moderator: Jeffrey A. Guy, MD, University of South Carolina

9:25 - 9:35 am 9:35 - 10:05 am Introduction of the Keynote Speaker History of Sports Medicine, and Success in Your Sports Medicine Practice

James R. Andrews, MD. Andrews Sports Medicine & Orthopaedic Center

10:05 - 10:25 am Discussion

10:25 - 10:40 am BREAK WITH EXHIBITORS

Session 8 - Case Presentations and Discussion: Foot and Ankle Moderator: J. Beniamin Jackson III. MD. University of South

Carolina

Foot and Ankle Cases 10:40 - 11:30 am

Panel:

D. Jeffrey Coyell, MD. Danville Orthopaedics and Sports Medicine

Tyler A. Gonzalez, MD. MBA. University of South Carolina Nicholas L. Strasser, MD. Vanderbilt University

SATURDAY, MARCH 16

6:30 - 6:35 am

Welcome and Announcements Robert G. Hosev, MD. University of Kentucky

Session 9 - Medical

Moderator: Robert G. Hosey, MD, University of Kentucky

6:35 - 6:50 am

Update on RED-S Kimberly A. Kaiser, MD. University of

Kentucky

Orthobiologics: When and How to Use 6:50 - 7:05 am

Them

W. Hunter Garrett, MD. University of Tennessee, Chattanooga

7:05 - 7:20 am Sideline Emergency Preparedness R. Warne Fitch, MD, Vanderbilt University

7:20 - 7:30 am Discussion

Session 10 - KNEE: Anterior Cruciate Ligament Moderator: Darren L. Johnson, MD. University of Kentucky

7:30 - 7:45 am

8:25 - 8:30 am

Treating the Skeletally Immature ACL Injury Benjamin R. Wilson, MD, University of Kentucky

7:45 - 8:00 am

ACL Repair: When and How? Jeremy R. Bruce, MD, University of Tennessee,

Chattanooga

8:00 - 8:15 am **ACL Augmentation Techniques** 

Clayton W. Nuelle, MD, University of Missouri

8:15 - 8:25 am Discussion

> Presentation of SEC 2024 Team Physician of the Year Award

8:30 - 9:00 am RREAK WITH EXHIBITORS

Session 11 - SEC Chief Medical Advisor Moderator: Scott D. Mair. MD. University of Kentucky

9:00 - 9:30 am Update and Questions with the SEC

Chief Medical Advisor

Catherine S. O'Neal, MD. Louisiana State University

Session 12 - Knee

Moderator: Jeremy R. Bruce. MD. University of Tennessee.

Chattanooga

9:30 - 9:45 am Meniscal Repair: 2024 Update Matthew J. Matava, MD. Washington

University, St. Louis

9:45 - 10:00 am Management of PCL Injury

Amit M. Momava, MD. University of

Alabama, Birmingham

10:00 - 10:15 am Osteotomies About the Knee

James P. Stannard, MD. University of Missouri

10:15 - 10:25 am Discussion

RREAK WITH EXHIBITORS 10:25 - 10:40 am

Session 13 - Case Presentations and Discussion: Knee Moderator: Darren L. Johnson. MD. University of Kentucky

10:40 - 11:30 am Knee Cases Panel:

Jeremy R. Bruce, MD, University of Tennessee, Chattanooga Jeffrey A. Guy, MD, University of South

Carolina Matthew J. Matava, MD. Washington

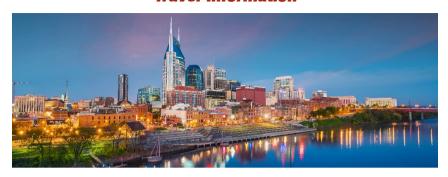
University - St. Louis

Clayton W. Nuelle, MD. University of Missouri

James P. Stannard, MD, University of Missouri



# Travel Information



# **Hotel Room Reservations and Rates Embassy Suites by Hilton Nashville Downtown**



A block of rooms has been reserved for your convenience when attending the Southern at the SEC meeting at the Embassy Suites by Hilton Nash-ville Downtown.

In the heart of downtown Nashville, next to Music City Center and Bridgestone Arena, our all-suite hotel is perfect for exploring downtown Nashville. We are within a mile of the State Capitol, Ryman Auditorium, and the Country Music Hall of Fame and Museum.

Embassy Suites by Hilton Nashville Downtown 708 Demonbreun Street Nashville, TN 37203

# Call 615-736-7100 to Reserve Your Room

Be sure to mention the SOA-SEC Meeting to ensure you receive the discounted rate of \$339 single/double occupancy per room, per night. Or, book online at: www.soaassn.org/sec-sports-medicine-symposium

Hotel discounted reservation deadline - February 20, 2024

# Transportation Information

Nashville International Airport (BNA): The airport is only 8 miles, approximately 15 minutes, from the hotel.

**Taxis:** A cab ride costs approximately \$25 from the airport to the hotel. Pick-up is on the Lower Level of the airport outside of the baggage claim area.





# 2024 Southern at the SEC Registration Form March 14-16, 2024

Embassy Suites by Hilton Nashville Downtown • Nashville, TN

Southern Orthopaedic Association • 110 West Road, Suite 227 • Towson, MD 21204

Call: 866-762-0730 • Fax: 410-494-0515 • Website: www.soaassn.org

Address			
City		State	ZIP
Email			
Phone	Fax	x	
REGISTRATION FEES			
$\ \square$ SOA Member Physician	\$395		
☐ Non-Member Physician	\$495		
☐ Non Physician	\$225		
□ NP / PA	\$200		
□ AT / PT	\$150	BASE	CETBALL
☐ Resident/Fellow	No Charge		
☐ Student	No Charge		
PAYMENT METHOD			
☐ Enclosed is a check for \$ Make of		heck payable to Southern Orthopaedic Association.	
☐ Charge my: ☐ Vis	sa 🗆 MasterCard	☐ American Express	
Card #			Exp. Date
Name on Card		CW Code	
Billing Address			
Billing City, State, Zip			

PLEASE NOTE: Courses are subject to cancellation. SOA will not refund travel costs.

CANCELLATION POLICY: Full refund (less \$50.00 administrative fee) will be granted if a cancellation is made prior to 30 business days before the meeting date, a 50% refund if canceled 10 business days before the meeting date. No refund will be granted within 10 business days of the meeting, or anytime thereafter.

# SOUTHERN AT THE SEC Sports Injury Update 2024 March 14-16, 2024 Embassy Suites by Hilton, Nashville, TN





Southern Orthopaedic Association 110 West Road/Suite 227 Towson, MD 21204



KEYNOTE SPEAKER
James R. Andrews, MD
Andrews Sports Medicine
& Orthopaedic Center



GUEST SPEAKER Catherine S. O'Neal SEC Chief Medical Advisor

# **Meeting Policies**

#### Non-Discriminatory Policy

It is the policy of the Southern Orthopaedic Association (SOA) to provide equal opportunity to all applicants for continuing education and to all faculty without regard to race, religion, color, national origin, sex, sexual preference, age, military status, handicap or disability. SOA considers ADA requirements.

#### **Cancellation and Refund Policy**

Registration Cancellation Policy Full refund (less \$50.00 administrative fee) will be granted if a cancellation is made prior to 30 business days before the meeting date; a 50% refund will be granted if cancelled 10 business days before the meeting date. No refund will be granted within 10 business days of the meeting.

Tour/Activity Ticket Cancellation Policy: Full refund will be granted if a cancellation is made prior to 30 business days before the meeting date. No refund will be guaranteed within 30 business days of the meeting. The Association will attempt to sell unwanted tickets on a first-come, first-served basis. If the Association successfully sells your unwanted ticket, you will receive a full refund of the ticket cost. The Association reserves the right to cancel an activity if the minimum number of participants has not purchased tickets prior to 30 business days before the meeting date.

#### Grievance Policy & Procedure

The Southern Orthopaedic Association is committed to fair treatment of all staff, participants, mem-

bers and volunteers. Below is SOA's Grievance Policy.

The Southern Orthopaedic Association: (1) encourages staff, participants, members and volunteers to come forward with credible information on illegal practices or serious violations of adopted policitos of the Organization; (2) specifies that the Organization will protect the person from retaliation; and (3) identifies where such information can be reported.

- 1. Encouragement of reporting. The Organization encourages complaints, reports or inquiries about illegal practices or serious violations of the Organization's policies, including illegal or improper conduct by the Organization itself, by its leadership, or by others on its behalf. Complaints may be submitted either orally or in writing. Appropriate subjects to raise under this policy would include financial improprieties, accounting or audit matters, ethical violations, or other similar illegal or improper practices or policies. Other subjects on which the Organization has existing complaint mechanisms should be addressed under those mechanisms, such as raising matters of alleged discrimination or harassment via the Organization's human resources channels, unless those channels are themselves implicated in the wrongdoing. This policy is not intended to provide a means of appeal from outcomes in those other mechanisms.
- 2. Protection from retaliation. The Organization prohibits retaliation by or on behalf of the Organization against staff or volunteers for making good faith complaints, reports or in-quiries under this policy or for participating in a review or investigation under this policy. This protection extends to those whose allegations are made in good faith but prove to be mistaken. The Organization reserves the right to discipline persons who make bad faith, knowingly false, or vexatious complaints, reports or inquiries or who otherwise abuse this policy.
- 3. Where to report. Complaints, reports or inquiries may be made under this policy on a confidential or anonymous basis. They should describe in detail the specific facts demonstrating the basis for the complaints, reports or inquiries. They should be directed to the Organization's chief employed Executive or Chairman of the Board of Directors; if both of those persons are implicated in the complaint, report or inquiry, it should be directed to Chair-Elect. The Organization will conduct a prompt, discreet, and objective review or investigation. Staff or volunteers must recognize that the Organization may be unable to fully evaluate a vague or general complaint, report or inquiry that is made anonymously.