

Policy on Staff Behavior

Purpose:

To establish guidelines on acceptable and appropriate staff behavior as well as procedures to manage them in order to promote an environment that supports high quality and safe patient care.

Policy:

At Beth Israel Medical Center we are committed to the tenet of professionalism with regards to all aspects of patient care. Professionalism includes the idea of an intolerance of behaviors that are seen as intimidating or disruptive by any members of our staff. These behaviors may include, but are not limited to, the following:

- Physical threats
- Verbal abuse/profane language
- Harassment, sexual or otherwise
- Passive behaviors that represent intimidation, such as not returning pages or using condescending language
- Behaviors as described in the Code of Conduct

Recognizing and reporting these behaviors to a supervisor, as detailed in the procedure section below, is essential as these behaviors/actions can undermine the culture of quality and safety that we are trying to promote at our institution. These behaviors have been shown to undermine team unity and compromise patient safety. Moreover, they can increase the cost of patient care and can contribute to poor patient and employee satisfaction.

Procedure:

1. All staff members are responsible for reporting conduct that is inappropriate, threatening, disruptive, or not in accordance with our Code of Conduct to their supervisor (see Chain of Command policy). This report may be made in person, by telephone, or in writing. Reports may also be made anonymously by using the QI Hotline or the Corporate Compliance Hotline. Retaliation against any staff member who submits a report in good faith will not be tolerated.
2. Once a report is made, the supervisor or Corporate Compliance Officer will investigate the claim/allegation and when necessary develop a plan of action to correct the unacceptable behavior. Actions will be developed in collaboration with appropriate hospital/medical staff leadership. If these behaviors are not corrected and further reports are submitted, an individual is at risk for disciplinary action including loss of privileges, suspension, or termination.
3. Staff education, through new employee orientation and annual core competency training, includes a section on appropriate behavior expectations.