

Disruptive Behavior

POLICY

It is the policy of Suburban Hospital that “all who are medical staff members, employees, trustees, and volunteers shall conduct themselves in a professional and cooperative manner and shall not engage in disruptive behavior.” Disruptive behaviors can lead to a lack of teamwork and poor communication, medical errors and preventable patient harm. Increased costs, decreased satisfaction of patients and families, and loss of productive members of the workforce who seek more professional work environments.

DEFINITION

Suburban Hospital defines disruptive behavior in many ways, including passive and active actions such as physical threats, physical outbursts, verbal outbursts, use of profanity, intimidating behavior demanding or disrespectful comments, racial slurs, telephone hang-ups, refusal to perform assigned tasks, quiet exhibition of uncooperative attitudes, reluctance or refusal to answer questions or return phone calls and pages, among others.

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PROCESS

Where problems occur, prompt identification and reporting up the “chain of command” through the vice president of medical affairs and department/section chairs, the Leadership Council, Provider Performance Evaluation and Credentials Committee should occur. Resolution through informal, collaborative efforts is encouraged. If problems persist, a progressive process is followed, including additional assistance or guidance, warnings, referral (e.g., Maryland Physician Health Program) and, in serious cases, corrective action up to and including termination of privileges.

TO LEARN MORE

Suburban Hospital medical Staff Bylaws, Rules and Regulations, Policies are available in the Suburban Hospital Medical Staff Services Office.

The Joint Commission, Sentinel Event Alert: Behaviors that undermine a Culture of Safety (July 9, 2008).