

DISRUPTIVE BEHAVIOR

University Health System believes that all individuals within the hospital should be treated courteously, respectfully and with dignity. To that end, employees, employed and non-employed independent and dependent practitioners, residents, students and governing body members must conduct themselves in a professional manner.

Safety and quality of patient care are dependent on teamwork, communication and a collaborative work environment. To assure quality and to promote a culture of safety, UHS will address behaviors that threaten the performance of the healthcare team.

Inappropriate conduct (verbal, non-verbal or physical) directed at other employees, practitioners, patients, visitors or contractors is subject to corrective action up to and including termination. Such conduct may include but is not limited to:

- Threatening, intimidating or abusive language or conduct
- Degrading, disrespectful, rude or demeaning comments or actions
- Profanity or similarly offensive language
- Physical contact that is threatening, intimidating or inappropriate
- Physical abuse or assault
- Violent actions and behaviors
- Public comments which violate state or federal statutes, regulations or are unprofessional
- Inappropriate medical entries and written or verbal comments about the hospital or others who work or practice at the hospital
- Sexual harassment or misconduct
- Refusing to perform assigned tasks
- Uncooperative attitudes and actions

Disruptive behavior will be promptly reviewed, investigated and resolved in the following ways:

- Employees who engage in disruptive conduct will be managed in accordance with the UHS Human Resources (HR) policies.
- Disruptive behavior by employed practitioners will follow UHS's HR process. Conclusions, recommendations and follow up emanating from any corrective action will be retained in both the practitioner's HR file and in the Medical Staff member's credentialing file.
- Non-employed practitioner reviews and actions will be in accordance with the Medical Staff Rules and Regulations. Resident issues will be handled according to the University of Tennessee's policies.
- Inappropriate conduct by a contractor will be reported to the UHS Sponsor of the contractor and the contracting company, entity or firm.

Any employee who has been subjected to inappropriate conduct by another person or who has observed such conduct should immediately report the conduct to his/her supervisor, member of senior management or Human Resources. Employees may also file a Patient Safety Net (PSN) report or call the compliance hotline (1-877-591-6744). Practitioners should notify their Chairman, the Chief Medical Officer or Chief of Staff.

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Factual information will be requested such as the date and time of the behavior or issue, description of the incident, names of those who may have witnessed the incident, circumstances which precipitated the incident, any action taken to intervene, remedy or diffuse the behavior or conduct.

Employees and practitioners should not collaborate, perpetuate, and/or enable disruptive behavior by their actions or inactions. Employees may report disruptive behaviors without fear of retaliation.

Effective October 2009