

GMDEC Reviewed: April 2005

GMDEC Approved: April 2005

CODE OF CONDUCT POLICY

All individuals should be treated courteously, respectfully, and with dignity. To that end all individuals, employees, physicians, and other independent practitioners will conduct themselves in a professional and cooperative manner in the hospital.

POLICY STATEMENT

1. This policy is intended to address inappropriate conduct which is directed at patients, families, nurses, hospital personnel, physicians, or any other person in the hospital.
2. When a resident's conduct disrupts the operation of the hospital or any other clinical service, is directed at patients, families or others, affects the ability of others to get their jobs done, creates a "hostile work environment" for hospital employees or other practitioners on the medical staff, or begins to interfere with the practitioner's own ability to practice competently, action must be taken. For purposes of this policy, the definition of "inappropriate conduct" includes, but is not limited to:
 - a. Significantly threatening or abusive language (e.g. belittling, berating, and/or threatening another individual);
 - b. Degrading or demeaning comments regarding patients, families, students, nurses, physicians, hospital personnel, or the hospital;
 - c. Profanity, or similarly offensive language while in the hospital and/or while speaking with physicians or hospital personnel;
 - d. Inappropriate physical contact with another individual or actions that lead one to fear that it is or will become threatening or intimidating;
 - e. Public comments concerning specific patient care issues which violates state or federal statutes or professional ethics;
 - f. Inappropriate medical record entries concerning the quality of care being provided by the hospital, another Practitioner, or any other individual caregiver.
 - g. Violation of University Work Rules.
3. Conduct that may constitute sexual harassment shall be addressed pursuant to the University's Sexual Harassment Policy.

PROCEDURE:

1. Anyone who wishes to report inappropriate conduct by a resident is encouraged to notify the resident's program director or chairperson about the incident. Reports may be made using the [Anonymous Reporting of Residents or Faculty Issues](#) link on the Graduate Medical and Dental Education page of the Graduate School of Medicine website. Reports by patients or other persons of such behavior shall be documented and forwarded to the program director or chairperson. Upon learning of the occurrence

- of an incident of inappropriate conduct, the individual to whom the conduct was reported shall request that the individual who reported the incident to document the incident in writing. In the alternative, the individual to whom the conduct was reported should themselves document the incident as reported.
2. The documentation should include:
 - a. The date and time of the questionable behavior;
 - b. A factual description of the questionable behavior;
 - c. The name of any patient or patient's family member who witnessed the incident;
 - d. The names of other witnesses to the incident;
 - e. The circumstances which precipitated the incident;
 - f. Consequences, if any, of the inappropriate conduct as it relates to patient care, personnel, or hospital operations; and
 - g. Any action taken to intervene in, or remedy, the incident.
 3. The Program Director will meet with the resident and implement the Resident Assistance Program. Appropriate disciplinary action will be taken as outlined in the Residency Requirements and Procedure for Academic Review.

January 2002

Reviewed/Approved April 2005