

## Disruptive Behavior

### Statement of Policy:

- Create and maintain an environment free from intimidating, disruptive, threatening or violent behavior;
- Establish a policy regarding disruptive resident/fellow behavior that ensures residents conduct themselves in a professional, cooperative manner while providing services as members of the patient care team;
- Encourage the prompt identification and resolution of alleged disruptive behavior by all involved or affected persons through information, collaborative efforts at counseling and rehabilitation; and
- Coincide with the existing Palmetto Health Medical Staff Disruptive Conduct policy in MEC Bylaws.

Definition: Disruptive behavior includes verbal or physical attacks, and inappropriate comments. Disruptive behavior is any conduct of behavior included but not limited to:

- Use of language that is profane, vulgar, sexually suggestive or explicit
- Degrading racial, ethnic, or religious slurring in any professional setting related to the care of patients
- Unwanted touching, sexually-oriented or degrading jokes or comments
- Obscene gestures or throwing objects
- Oral or written threats to a person or property, whether in person or via email or other means of communication
- Making inappropriate comments about each other or patients that jeopardize or interfere with quality patient care or ability for others to provide quality patient care
- Unethical behavior
- Physical or verbal abuse of others involved with providing patient care and/or educational instruction
- Inappropriate conduct that reflects in a negative way on the Hospital or University
- Some behaviors which may be disruptive are UNLAWFUL as well (discrimination, sexual harassment, retaliation)

1. It is the expectation that residents behave in a professional, courteous, and cooperative manner. Residents are expected to:

- Address dissatisfaction through appropriate channels
- Accept and incorporate feedback in a thoughtful and non-defensive manner
- Cooperate and communicate with all Hospital and University staff with respect and display regard for their dignity
- Be truthful in all written and verbal communications

2. Disruptive behavior by residents, or refusal to cooperate with procedures described in this policy, may result in disciplinary action. This will enable the necessary actions to ensure a safe working environment or to prevent unlawful conduct. Individuals who violate this policy may be subject to disciplinary action according to the level of severity. Residents identified as demonstrating disruptive behavior may be subject to:

- Counseling/Written warning
- Probation
- Suspension
- Termination

3. Classification of severity:

Level 1: Physical violence or other physical abuse including sexual harassment involving physical contact.

Level 2: Verbal abuse such as unwarranted yelling, swearing, or cursing; threatening, humiliating, sexual or otherwise inappropriate comments directed at a person or physical violence or abuse directed in anger at an inanimate object.

Level 3: Verbal abuse that is directed at-large, but has been reasonably perceived and witnessed to be disruptive behavior as defined above.

4. The training programs and clinical services shall promote continued awareness of these issues in the following ways:

- Sponsoring educational programs on disruptive behavior for residents and faculty
- Dissemination of this policy to educate current residents and faculty of its adoption
- Requiring that E-Care be accessed to assist a resident/fellow who exhibits disruptive behavior to obtain education, behavior modification and treatment to prevent further violations.

Reference Forms Section

February 24, 2010  
Date of Initial GMEC Approval

Signature on File  
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System Vice President, Medical Education and  
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Signature on File  
James I. Raymond, MD  
Chief Medical and Academic Officer

February 20, 2014  
Date of Last GMEC Review