

BAPTIST HOSPITALS OF SOUTHEAST TEXAS	
Policy Manual:	Human Resources
Policy Number:	HRF.03.01.0031
Original Date:	January 2009
Review Date:	09/12, 01/15, 6/15, 5/18
Reviewed By:	Chief Human Resources Officer
Revision Date:	03/10, 01/15
This Policy Supersedes:	01/09
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SUBJECT: DISRUPTIVE BEHAVIOR

POLICY STATEMENT

Baptist Hospitals of Southeast Texas (BHSET) believe that safety and quality of patient care is dependent on teamwork, communication, and a collaborative work environment. To promote a culture of quality and reinforce our established Behavioral Expectations, BHSET must address intimidating/disruptive behaviors that threaten the performance of the health care team.

This policy emphasizes the need for all individuals, at all levels of the organization, working in BHSET to behave in a professional, respectful manner to enhance a spirit of cooperation, mutual respect and trust among the patient care team. Employees are expected to adhere to the Partners in Caring Philosophy and Behavioral Expectations as outlined upon hire in the employee handbook and through orientation.

Behavior that generates a complaint by a coworker, a member of the medical staff or any BHSET employee (patient complaints excluded) will be addressed according to this policy. Harassment and other intimidating/disruptive behaviors are not acceptable to BHSET staff and will be disciplined and/or corrected as warranted by the inappropriate behavior. BHSET will enforce a policy of “zero tolerance” for instances of disruptive behavior that involve physical assault, physical abuse or criminal acts.

Examples of intimidating/disruptive behavior include, but are not limited to, the following:

- Threatening or abusive language directed at hospital personnel, physicians, patients, visitors or others involved in patient care/treatment (e.g., belittling, berating or threatening)
- Degrading or demeaning comments regarding hospital personnel, patients, visitors, physicians or the hospital
- Profanity or similarly offensive language while in the hospital and/or while speaking with hospital personnel, physicians, patients or visitors
- Public derogatory comments about the quality of care being provided by hospital personnel or physicians
- Inappropriate physical contact with another individual that is threatening or intimidating

PROCESS

Intimidating/disruptive behavior can only be addressed when it is reported. BHSET encourages those that are impacted by or witness intimidating or disruptive behavior to report it to their Supervisor, Department Director or Administrator. Employees may confidentially report inappropriate behavior by:

- Calling the compliance hotline at 1-844-754-3341.

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The Human Resource staff is available to assist employees in reporting and/or addressing disruptive behavior at any time.

Employees should be prepared to provide the following information:

- A factual description of the questionable behavior, including dates and times if possible
- Names of those involved and witnesses to the incident
- The circumstances that led to the incident

Retaliation or attempted retaliation against any employee making a complaint in good faith will not be tolerated under any circumstance.

All complaints will be reviewed, investigated and referred to the appropriate department for correction. Patient and/or visitor complaints will be referred immediately to the Patient Advocate for follow up. Employee and physician issues will be referred to Human Resources and Administration as appropriate.

Every effort will be made to remediate issues in a non-confrontational and rehabilitative manner through coaching, education, performance improvement plans and the Employee Assistance Program, if applicable. The performance management process may start with a documented verbal warning about needed improvement and is generally followed by a written counseling, a final written counseling, and/or termination if performance remains unsatisfactory. The order of steps followed in this process will be determined by the appropriate organization leadership based upon the seriousness of the issue or incident(s). Incidents of a more serious nature may be addressed at an advanced stage of the performance management process including termination if appropriate. BHSET is a Just Culture organization, however, and will refer to our Just Culture policy and follow our Just Culture algorithm when issues arise concerning performance, behaviors, or variance reports.

If an employee engages in an incident or behavior that is serious enough in nature to demand immediate removal from the premises, but not all of the facts surrounding the incident are known, the employee may be placed on suspension pending an investigation. Suspension will initially be without pay.