North Shore – Long Island Jewish Health System, Inc.

POLICY TITLE: Professional Behavior
ADMINISTRATIVE POLICY AND PROCEDURE MANUAL
Section: Administration

POLICY #: 100.76
DEPARTMENT: Administration

Approval Date: 9/20/12
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Effective Date: 

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Superseded Policy(s)/#: N/A

GENERAL STATEMENT of PURPOSE

The North Shore – Long Island Jewish Health System (“Health System”) is committed to the highest standards of excellence in the practice of medicine and to creating and maintaining a collaborative professional environment that supports the highest quality of patient care. A work environment that supports teamwork and respect for other people is essential to promote patient safety and quality of care. Unprofessional behavior is disruptive and adversely impacts patient and staff satisfaction, the recruitment and retention of healthcare professionals, communication, teamwork and undermines a culture of safety. Unprofessional behavior is therefore unacceptable.

POLICY

All Staff are expected to maintain the highest level of professional behavior. The hallmarks of professional behavior include, but are not limited to:

- honesty and integrity;
- treating all individuals with courtesy, respect and dignity;
- working in a collaborative and cooperative manner with all other Staff; and
• complying with all Health System policies and procedures, and all requirements of their facility’s Medical Staff Bylaws and Rules & Regulations there under.

Professional behavior includes advocating for the interests of individual patients and improvements in patient care through appropriate processes and in a respectful and collaborative manner.

Unprofessional behavior is prohibited by this policy, and includes, but is not limited to, spoken, written and physical conduct and expressions that are threatening, abusive, intimidating, berating, vulgar, degrading, demeaning, or intended to show contempt or disdain for another. Such conduct is prohibited if it is directed at or relates to patients, families or other Staff, whether or not they are present or observe the behavior. Examples of such conduct and expressions include, among other actions:

• profanity;
• refusal to speak or respond to others;
• inappropriate physical contact;
• sexual, religious, racial or other unlawful harassment; and
• throwing objects and/or destruction of property.

This policy also prohibits retaliation against any person who makes a complaint about a Staff member’s unprofessional behavior.

This policy does not supplant, but rather supplements, the Code of Ethical Conduct and Health System policies such as, but not limited to those set forth in the Medical Staff Bylaws and Rules & Regulations, and the Administrative and Human Resources Policy & Procedure manuals.

SCOPE

This policy applies to all members of the North Shore – LIJ Health System workforce including, but not limited to, employees, medical staff, volunteers, students, physician office staff, and other persons performing work for or at North Shore – LIJ Health System.

DEFINITIONS

Staff: All persons performing services for the Health System or at Health System facilities, including but not limited to employees, contractors, voluntary and salaried medical staff and allied health professionals, volunteers, graduate staff and students, and all other persons employed by or enjoying clinical privileges with, or otherwise affiliated with, the Health System and its member facilities.

PROCEDURE/GUIDELINES
1. Any person who observes a violation of this policy may report the violation to the facility’s Human Resources Office, to the Office of Corporate Compliance, the Nurse Executive or Associate Executive Director of Nursing.

2. Where the alleged violation concerns conduct by a member of the medical staff or the allied health professional staff, reports should be made to the Senior Leadership in the appropriate clinical department and notification made to the Medical Director of said facility.

3. Any of the above-mentioned offices or persons who receive such a report shall, as may be appropriate in the circumstances, consult with the others and/or with the Office of Legal Affairs to determine the appropriate procedures and individuals responsible for investigating the alleged violation.

4. If not already done so by the person observing the violation, any complaint alleging sexual, religious, racial or other unlawful harassment by a Staff Member shall be promptly reported to Human Resources by any other person or office receiving such complaint.

5. Reports shall be kept confidential except as may be necessary to conduct an appropriate investigation and as may be required by law.

All reports of violations of this policy shall be promptly investigated. If, following the investigation, the report is found to have merit, remedial, disciplinary and/or corrective action may be taken as appropriate in the circumstances and in accordance with applicable Human Resources and other policies, and/or the Medical Staff Bylaws. Remedial action may include, among other steps, collegial intervention such as coaching, counseling, a letter of guidance, and/or a requirement that the Staff member obtain therapeutic treatment.

REFERENCES to REGULATIONS and/or OTHER RELATED POLICIES

American Medical Association Medical Staff Code of Conduct.
Impaired Physician/Physician Assistants Policy, #100.69
North Shore – Long Island Jewish Health System Code of Ethical Conduct
Corporate Compliance Program, #800.00
Non-Intimidation and Non-Retaliation Policy #800.01
The Joint Commission 2009 Hospital Accreditation Standards LD.03.01.01, EP 4 and 5 Revised in 2012
CLINICAL REFERENCES

The Joint Commission. Disruptive Behavior Sentinel Event Alert. Behaviors that undermines a culture of safety:
http://www.jointcommission.org/SentinelEvents/SentinelEventAlert/sea_40.htm1
Kanter S. Toward a Philosophy of Dealing with Unprofessional Conduct. Acad Med 2010; 85: 927-928
Swiggert WH, Dewey CM, Hickson GB, Reid Finlayson AJ, Spickard WA. A Plan for Identification, Treatment, and Remediation of disruptive Behaviors in Physicians, Front Health Serv. Manage. 2009; 25: 3-10

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