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TITLE: DISRUPTIVE BEHAVIOR/ BEHAVIORS THAT UNDERMINE A CULTURE OF QUALITY, SAFETY AND COMPASSIONATE CARE

POLICY:

It is the policy of NewYork-Presbyterian Hospital that all individuals within its facilities and on its property will avoid engaging in conduct that undermines a culture of quality, safety and compassionate care. NewYork-Presbyterian Hospital requires that its employees, medical staff, vendors, independent contractors, volunteers and practitioners, conduct themselves in a professional and cooperative manner while caring for patients in the Hospital or providing Hospital related services in the community.

The Hospital has zero tolerance for intimidating, bullying and/or behaviors that undermine a culture of quality, safety and compassionate care. A single egregious incident of such behavior or violation of an established workplace rule may result in corrective action up to and including termination of employment, including but not limited to the following: physical or sexual harassment; assault; felony conviction(s); fraudulent act(s); stealing or damaging Hospital property; inappropriate physical behavior while on Hospital property; falsifying Hospital documentation; abusive, harassing, threatening, vulgar or otherwise grossly offensive conduct or language in patient care areas or in the presence of patients, volunteers, visitors, customers or other third parties; any incident of patient abuse; or possession of weapons, dangerous instrumentalities or illegal substances while on Hospital property.

PURPOSE:

To optimize patient care, to provide for a safe and professional work environment, and to prevent or eliminate conduct that:

- Disrupts the operations of the Hospital;
- Can lead to medical errors;
- Affects the ability of others to do their job;
- Creates a hostile work environment for Hospital employees, physicians, and others; or
- Adversely affects or impacts the community's confidence in the Hospital's ability to provide quality patient care.
- Undermines a culture of quality, safety and compassionate care

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APPLICABILITY:

This policy applies to all NewYork-Presbyterian Hospital employees, medical staff, vendors, independent contractors, volunteers and other independent practitioners.

PROCEDURE:

1. Unacceptable and disruptive workplace conduct that undermines a culture of quality, safety and compassionate care may include, but is not limited to behavior such as the following;
 - Conduct that violates the Hospital's policies; including but not limited to the EEO policy, Harassment policy, Workplace Violence policy, the Hospital's Code of Conduct or otherwise interferes with the job performance of Hospital employees;
 - Verbal abuse, threatening words/actions, sexual or racial harassment, physical threats, physical attacks – leveled at Hospital personnel, medical staff, volunteers, patients or visitors that are personal in nature, and beyond the bounds of fair professional conduct;
 - Profanity or vulgarity in patient care areas or in the presence of or directed to patients, volunteers, visitors, customers and other third parties;
 - Falsifying medical records or other official Hospital documents;
 - Including inappropriate comments or illustrations in medical records or other official Hospital documents;
 - Insubordination, including but not limited to refusing to perform assigned tasks or uncooperative behaviors and attitudes during routine assignments and activities, inappropriate reluctance or refusal to answer questions, return phone calls, email messages, or pages.
2. Some disruptive behaviors may be so serious as to warrant suspension pending a thorough review of the matter. After a thorough review, the Hospital will determine which corrective action – if any – is appropriate. Such corrective action includes, but is not limited to, termination of employment.
3. Pursuant to the Hospital's code of conduct, anyone who feels that he or she has witnessed or has been subjected to behavior that potentially undermines a culture of safety should immediately report the incident to his or her supervisor, to Human Resources, to the Service Chief, the Chief Medical Officer, to the Compliance Officer, or to any member of management or administration with whom he or she feels most comfortable.

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Such incident or conduct may also be reported to the Hospital’s compliance helpline. The Hospital will not tolerate any form of retaliation against employees or faculty who report such conduct or who cooperate in an investigation of such reports in accordance with this policy.

- 4. Documentation of incidents is important because it may identify a pattern of inappropriate conduct. Such documentation, where appropriate, shall be prepared by the Department Head or Service Chief in consultation with Human Resources, and shall include the following;
 - The date and time of the questionable behavior;
 - The circumstances that precipitated the situation;
 - A factual and objective description of the questionable behavior;
 - The consequences, if any, or the impact of the behavior on patient care or Hospital operations;
 - A record of any action taken to remedy the situation, including the date, time, place, action and names of those intervening; and depending on the circumstances,
 - An incident report may be filed with security.

For additional information, please refer to Security's departmental policy MANAGING PATIENT/VISITOR/STAFF DISTURBANCES (#99-010).

REFERENCES:

18 NYCRR Part 521-1

RESPONSIBILITY:

Administration Human Resources

POLICY DATES:

ISSUED: October 2009
Reviewed: October 2009
Revised: September 2010, June 2012, October 2012, May 2013, September 2015; October 2017; June 2023
Reviewed: December 2019; January 2022; **May 2024**