

<b>CHLA</b>	<b>HOSPITAL POLICY AND PROCEDURE MANUAL</b>			
	SUBJECT: Disruptive Behavior			
	ORIGINAL DATE: 03/23/09	EFFECTIVE DATE: 2/22/2017	PREVIOUS NAME/NUMBER:  MHR – 45.0	PAGE NUMBER:  Page 1 of 2
POLICY NUMBER: HR – 45.0	CHAPTER:  HUMAN RESOURCE		APPROVED BY: Myra Gregorian, Chief Human Resources Officer; Resources	

**PURPOSE:**

The purpose of this policy is to ensure high quality patient care by promoting a safe, cooperative and professional healthcare environment and to prevent or eliminate, to the extent possible, conduct that:

- Creates a hostile work environment for hospital employees or staff members;
- Affects the ability of others to do their jobs; and
- Disrupts and/or adversely affects patient care.

**POLICY:**

It is the goal of Children’s Hospital Los Angeles (“Hospital”) that all individuals within its facilities be treated with courtesy, respect and dignity. To that end, all physicians, employees and licensed non-medical staff practitioners, vendors and visitors are expected to conduct themselves in a professional and cooperative manner in the hospital. If an employee fails to conduct himself or herself appropriately, the matter will be dealt with in accordance with the Management of Human Resource Policy [HR - 49.0 Disciplinary Counseling Procedures](#). In dealing with incidents of inappropriate conduct that are determined to have merit, the orderly operation, protection of patients, employees and other licensed non-medical staff practitioners in the Hospital are paramount concerns. This Policy shall be enforced in a firm, fair and equitable manner.

- A. This policy emphasizes the need for all Hospital employees to treat others with respect, courtesy and dignity while conducting themselves in a professional and cooperative manner.
- B. Nothing in this policy is meant to prohibit employee discussion or the raising of grievances or criticisms of the Hospital of their supervisors.
- C. Disruptive Behavior: Disruptive behavior may include, but is not limited to, the examples set forth below.
  - a. Verbal Abuse:
    - Threatening, harassing or abusive language (e.g., belittling, berating and/or threatening another individual);
    - Degrading or demeaning comments regarding patients, families, or vendors and;
    - Profanity, yelling, or similarly offensive language while interacting with or in the presence of patients or families.
    - Insubordination, including the refusal to perform work in a cooperative manner with management/supervision, coworkers, customers, and/or vendors.
  - b. Physical Harassment:
    - Inappropriate physical contact with another individual;
    - Threatening position or posture, pushing; and
    - Destruction or damage to property, throwing instruments or other equipment.

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c. Other:

- Public defamatory comments about the quality of care being provided by nursing personnel, other health professional or the hospital;
- Inaccurate medical record entries concerning the quality of care being provided by the hospital or any other individual; and
- Retaliating, harassing, intimidating or action in an abusive manner towards anyone who has complained or reported, who might complain or report or who cooperated in a review of concerns regarding care or conduct.

**PROCEDURE:**

Any employee who becomes the subject of or has direct knowledge of disruptive behavior at the Hospital or while Hospital business is being conducted is encouraged to promptly contact the Human Resources Department through the Director or Vice President of Human Resources.

All management personnel are required to address and correct any disruptive behavior or practices which may occur in their areas of responsibility and are required, where appropriate, to report to the Director or Vice President of Human Resources any conduct that they observe or of which they have knowledge which might constitute such behavior.

All reports of disruptive behavior will be investigated in a timely manner, with due regard to the privacy of the accuser as well as the accused. Any actions taken will be in accordance with the Management of Human Resources Policy [HR - 49.0 Disciplinary Counseling Procedures](#).

**REFERENCES:**

1. The Joint Commission CAMH 2008
2. [HR - 49.0 Disciplinary Counseling Procedures](#)

**REVIEWED BY/AUTHOR:**

Human Resources Leadership Team