

Beaumont® | HEALTH SYSTEM

Subject Professional Code of Conduct and Guidelines		No. 265	Page 1 of 3
Prepared By Corporate Human Resources	Prior Issue Date 01/01/14	Issue Date 07/01/15	

GENERAL

It is the intention of Beaumont Health System to foster effective working relationships amongst all who wear the Beaumont badge in order to provide and maintain high quality and safe patient care. Such relationships must be based upon mutual respect to avoid disruption of patient care or to Hospital operations.

It is the expectation of hospital management that all who wear the Beaumont badge promotes and maintains a professional environment in which all individuals are treated with dignity and respect.

Conduct on the part of a Beaumont employee or physician that is inappropriate or detrimental to patient care or Hospital operations or that impedes harmonious interactions and relationships shall not be tolerated. Transgressors shall be subject to appropriate remedial or disciplinary action.

DEFINITION OF DISRUPTIVE OR INAPPROPRIATE BEHAVIOR

Disruptive or inappropriate behavior is defined in the following examples, which includes, but is not limited to the following:

- Willful and intentional threats, intimidation, harassment, humiliation, or coercion of employees, physicians, patients or visitors.
- Profane or abusive language directed at employees, physicians, patients or visitors.
- Behavior that is rude, condescending or otherwise socially unacceptable.
- Intentional misrepresentation of information.
- Verbal comments or physical gestures directed at others that exceed the bounds of fair criticism.
- Unsolicited physical contact or threats of physical contact.
- Written comments or illustrations in medical records or other official documents (except incident reports or other established hospital mechanisms for documenting and resolving concerns) that impugn the character or quality of care provided by a hospital or medical staff member.
- Sexual innuendo or improprieties.
- Rudeness or refusal to respond to concerns, questions, or requests regarding patient care.

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Subject Professional Code of Conduct and Guidelines		No. 265	Page 2 of 3
Prepared By Corporate Human Resources	Prior Issue Date 01/01/14	Issue Date 07/01/15	

DEFINITION OF DISRUPTIVE OR INAPPROPRIATE BEHAVIOR (Cont'd)

- Negative or disparaging comments about the moral character or professional capabilities of an employee or physician made to employees, physicians, patients or visitors.
- Negative or disparaging comments regarding religious, ethnic or racial background, disability or sexual orientation made to employees, physicians, patients or visitors.
- Behavior that is disruptive to maintaining a safe and healing environment or that is counter to promoting teamwork.

PROCESS FOR REPORTING VIOLATIONS

Any employee or physician who observes disruptive or inappropriate behavior may report the incident verbally or in writing. Those who observe such behavior should document and report the event immediately to their supervisor or follow the "chain of command" in their area. Employees also have the option of taking their concerns to a member of the Employee Relations staff in Human Resources.

If the report involves a physician, the medical chief of the area should be informed of the incident. The report should include:

- Date and time of incident
- Name(s) of the person(s) involved in or present during the incident
- Identity of the patient, if applicable
- Circumstances surrounding the incident
- A complete description of the offensive behavior (i.e., what harm resulted from it)
- Any actions taken at the time of or following the incident including date, time, place and action

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