

Project Vida Health Center  
Graduate Medical Education  
Policies and Procedures

**Disruptive Behavior**

APPROVED: 11/1/2023

EFFECTIVE DATE: 11/1/2023

REVISED:

Policy Statement:

Disruptive behavior among residents in our Graduate Medical Education program is detrimental to the quality of patient care, team collaboration, and the overall learning environment. This policy outlines the expectations, reporting procedures, and consequences for addressing disruptive behavior among residents.

I. Purpose:

This policy aims to maintain a professional and respectful learning environment within our Graduate Medical Education program while ensuring high standards of patient care and team collaboration. It encourages resolving disruptive behavior through counseling and rehabilitation. If informal methods fail, it provides a formal process for investigating and addressing such behavior and allows for discipline only after other efforts have been unsuccessful.

II. Definitions:

1. Disruptive Behavior: Any behavior, whether verbal or non-verbal, that negatively affects patient care, team dynamics, or the learning environment. Examples include, but are not limited to, disrespectful communication, harassment, intimidation, inappropriate language, refusal to follow patient care guidelines, and unprofessional conduct.

III. Expectations:

Residents are expected to:

1. Treat all colleagues, staff, patients, and students with respect and professionalism.
2. Maintain open and effective communication within the healthcare team.
3. Comply with all institutional policies, guidelines, and applicable laws and regulations.
4. Collaborate with colleagues to ensure the delivery of high-quality patient care.
5. Address conflicts and concerns through appropriate channels and in a professional manner.

#### IV. Reporting Procedure:

1. **Anonymous Reporting:** Individuals who witness or experience disruptive behavior may report it anonymously through established reporting mechanisms, such as the institution's confidential reporting system.
2. **Formal Reporting:** Individual who wishes to formally report disruptive behavior should contact the Program Director. The resident making the report should provide a detailed account of the behavior, including dates, times, individuals involved, and any supporting evidence.

#### V. Investigation and Resolution:

Upon receiving a report of disruptive behavior, the Program Director will initiate an investigation, which may involve interviewing witnesses, reviewing documents, and consulting with relevant parties. The investigation will aim to establish the veracity of the reported behavior.

Based on the investigation's findings, the following actions may be taken:

1. **Conflict Resolution:** When appropriate, the program will aim to resolve conflicts through mediation and communication between the involved parties.
2. **Findings:** Should the Program Director find that the resident did not engage in disruptive behavior, they will inform both the resident and the individuals affected by the alleged behavior. Additionally, a written report will be generated and stored in the resident's personnel file, with a copy sent to the Office of Graduate Medical Education.
3. **Corrective Action:** If disruptive behavior is confirmed, appropriate corrective action will be taken. Corrective action may include counseling, additional education, formal reprimand, or probation. Severe or repeated disruptive behavior may lead to suspension or dismissal.
  - a. The Program Director will create a compliance monitoring plan including summary of report of investigation and findings. A record will be retained in the resident's personnel file, with a copy forwarded to the Office of Graduate Medical Education.
  - b. If a second report of disruptive behavior involving the same resident arises, the Program Director will direct the issue to a qualified service provider who can help the resident in establishing effective professional relationships, problem-solving, and avoiding disruptive behavior. The service provider's report will be placed in the resident's personnel file, with a copy sent to the Office of Graduate Medical Education. The service provider, at their discretion, may choose to consult with individuals who were the recipients of disruptive behavior.
4. **Support for the Complainant:** After meeting with the resident, the Program Director can arrange a meeting between the resident and the person(s) affected by the disruptive behavior if deemed

necessary. The decision considers the wishes of those who reported the behavior. If no meeting occurs, the Program Director will inform the affected person(s) of the resolution. The program will provide support for those who have reported disruptive behavior to prevent retaliation or victimization.

#### VI. Education and Awareness:

The program will offer ongoing education and awareness initiatives to promote professionalism, communication skills, and conflict resolution techniques among residents.

#### VII. Confidentiality:

All parties involved in the reporting, investigation, and resolution process are expected to maintain strict confidentiality to the extent permitted by law.

#### VIII. Review and Revision:

This policy will be periodically reviewed and updated as necessary to ensure its continued effectiveness and compliance with institutional standards.

#### IX. Implementation:

This policy is effective immediately upon issuance and will be communicated to all residents in the GME program. It will also be included in the resident handbook and made readily available for reference.

This policy on disruptive behavior for residents is intended to create a respectful and professional environment, ensuring the well-being of patients, colleagues, and the overall educational experience. Residents are expected to adhere to these guidelines, and the program is committed to addressing and resolving disruptive behavior in a fair and just manner.