

 HAWAII HEALTH SYSTEMS CORPORATION <i>Quality Healthcare for All</i> POLICY	Department: Human Resources	Policy No. HR 0029A
		Supersedes Policy No. ADM 0032A
Subject: Workplace Disruptive Behavior No-Tolerance	Approved By: <i>Donna McCleary</i> HHSC Board of Directors By: Donna McCleary, M.D. Its: Secretary/Treasurer	Approved Date: January 27, 2022
		Last Reviewed: October 26, 2021

I. PURPOSE:

To establish a policy that allows HHSC to ensure a work environment free from Workplace Disruptive Behaviors.

This policy is one of several HHSC policies that address inappropriate workplace conduct:

- Policy No. HR 0003A Non-Harassment (conduct that is based on or appears to be based on a legally protected category);
- Policy No. HR 0004A Workplace Violence/Abuse No-Tolerance (conduct that is threatening or physically/verbally violent); and
- Policy No. HR 0029A Workplace Disruptive Behavior No-Tolerance (conduct that covers inappropriate or disruptive behavior in the workplace)

HHSC desires to have all individuals within its facilities be treated courteously, respectfully, and with dignity. Moreover, a safe and secure workplace and an environment free from disruptive behavior are fundamental to employee effectiveness. Disruptive behaviors can foster medical errors, contribute to poor patient satisfaction and preventable adverse outcomes, increase the cost of care, and cause qualified employees to seek new positions.

This policy applies to workplace conduct by all HHSC employees, patients and residents, non-employees working or present on HHSC property (e.g., vendors, contractors, independent practitioners, Corporate or Regional Board members, volunteers, and students), and the general public.

If you have any questions or would like more information regarding this policy, contact the Corporate Human Resources Office.

II. DEFINITIONS AND EXAMPLES:

“Acceptable Behavior” means communication and actions that are professional, cooperative, responsible, courteous, and respectful, and presented in a mature and collaborative manner.

“Workplace Disruptive Behavior” means anything a person (physician, employee, volunteer, patient, etc.) does that undermines or interferes with the orderly conduct of the business or operations of an HHSC facility, including safety, patient care and every aspect of operations. Workplace Disruptive Behavior or conduct can take many forms. Although not an exhaustive list, the following may constitute Workplace Disruptive Behavior depending

upon the circumstances: raised voice, profanity, name-calling, throwing things, abusive treatment of patients or employees, disruption of meetings, repeated violations of policies or rules, or behavior that disparages or undermines confidence in HHSC or any of its facilities or operations, or the staff of any facility or operation. It may also include:

- Reluctance, impatience, or refusal to answer questions, return phone calls or pages; using condescending language or voice intonation.
- Attacks leveled at others, which are personal, irrelevant, or go beyond the bounds of fair professional comment.
- Impertinent and inappropriate written comments or illustrations drawn in patient medical records or other official documents, impugning the quality of care in the hospital, or attacking particular employees or hospital policy.
- Non-constructive criticism, addressed to its recipient in such a way as to intimidate, undermine confidence, belittle, or to impute stupidity or incompetence.
- Refusal to accept medical staff assignments or assigned tasks, or refusal to participate in committee or departmental affairs on anything but his or her own terms, or to do so in a disruptive manner.
- Quietly exhibiting uncooperative attitudes during routine activities.
- Imposing idiosyncratic requirements on the hospital staff that have little impact on improved patient care but serve only to burden employees with "special" techniques and procedures.

III. POLICY:

- A. It is the policy of HHSC to promote quality patient care and a safe workplace by providing a work environment and environment of care free from Workplace Disruptive Behaviors. HHSC requires all employees, patients and residents, non-employees working or present on HHSC property (e.g., vendors, contractors, independent practitioners, Corporate and Regional board members, volunteers, and students), and the general public to share in establishing and maintaining such a workplace, which can result when all employees and others treat one another with respect and common courtesy. All such individuals shall engage in Acceptable Behaviors to ensure quality and promote a culture of safety.
- B. This policy addresses dealing with Workplace Disruptive Behavior towards 1) employees, 2) patients and residents, 3) non-HHSC employees working on HHSC premises (e.g., vendors, contractors, independent practitioners, Corporate and Regional board members, volunteers, and students, 4) visitors, and 5) the general public.
- C. This policy also describes: 1) a strict no-tolerance of disruptive behavior and 2) methods of addressing disruptive behaviors. Violations of this policy shall result in appropriate disciplinary action in accordance with any applicable collective bargaining agreement or HHSC Human Resources and Civil Service System Rules. This policy supersedes all presently existing policies and procedures that address this subject. However, this policy does not supersede any Medical Staff policies/bylaws.
- D. Retaliation in any form against an individual who has made a report of Workplace Disruptive Behavior, has provided information related to such reports, is a witness to Workplace Disruptive Behavior, or who has participated in an investigation into such conduct, is absolutely prohibited, will not be tolerated, and shall be dealt with severely, up to and including the termination of any person(s) engaged in retaliatory acts and/or any person who knows of an occurrence of retaliation and either fails to stop such acts or fails to report such acts in accordance with reporting procedures set forth in Procedure HR 0029B.

IV. NO-TOLERANCE POLICY:

Workplace Disruptive Behavior of any kind is not conducive to 1) a safe work environment, 2) employee job satisfaction, 3) promoting healing and quality medical care, or 4) workplace harmony and efficiency. **Workplace Disruptive Behavior towards employees, patients and residents, non-employees working or present on HHSC property (e.g., vendors, contractors, independent practitioners, Corporate and Regional board members, volunteers, and students), and the general public is unacceptable and will not be tolerated.** This policy is not intended as an additional basis for the imposition of discipline. It is intended to further define HHSC's "No-Tolerance" position towards behaviors that disrupt facility operations and patient safety. Employees who violate this policy shall be subject to appropriate disciplinary action in accordance with the collective bargaining agreement or HHSC Human Resources and Civil Service Systems Rules as applicable. Prevention of Workplace Disruptive Behavior is the joint responsibility of HHSC and its employees.

VI. RELATED PROCEDURE(S):

HR 0029B

VII. RELATED POLICIES:

- HR 0003A Non-Harassment
- HR 0004A Workplace Violence/Abuse No-Tolerance

VIII. REFERENCE(S):

- The Joint Commission Leadership Standard LD.03.01.01, EP 4 and EP 5
- The Joint Commission Sentinel Event Alert, Issue 40, July 9, 2008