PURPOSE:
1. Define communication and behavior expectations for the medical staff.
2. Provide a process by which conflicts will be addressed and resolved.
3. Insure optimum patient care by promoting a safe, cooperative and professional working environment.
4. Prevent or eliminate to the extent possible conduct that is characterized by harassment, discrimination, abuse or is disruptive.

APPLIES TO: This policy applies to all medical staff members and privileged providers that report to the Medical Staff Organization at Providence St. Peter Hospital.

POLICY STATEMENT:
1. It is the policy that all individuals will be treated with courtesy respect and dignity when in this facility. To that end, physicians and privileged providers that report to the Medical Staff Organization are required to conduct themselves in a professional manner in accordance with Providence St. Peter Hospital Value-Based Customer Service Standards and Behaviors.
2. Unprofessional/disruptive behavior: Unprofessional and disruptive behavior includes but is not limited to:
   A. Behavior that creates a hostile work environment for hospital staff or other medical staff members and privileged providers;
   B. Hostile, angry or aggressive confrontational voice or body language, either face-to-face or per telephone;
   C. Throwing items in a hostile, aggressive manner;
   D. Criticism of a caregiver in front of a patient or their family;
   E. Writing inappropriate, belittling, litigious comments/notes in the medical record;
   F. Ridicule, humiliation or intimidation.
   G. Inappropriate touching, sexual comments or any form of harassment.
   H. Repeated failure to respond to calls in a timely way.

DEFINITION: RCW is Revised Code of Washington.

PROCEDURE:
1. The Principles of Partnership (attached) are part of this policy. They define the optimum interaction between the members of the care team. All medical staff members and other credential professionals will receive a copy of these at the time of initial staff appointment and at each two-year reappointment. They will acknowledge by signature that they have reviewed and understand these behavioral expectations.
2. If human resource or legal issues are identified, these will be handled in accordance with current RCW’s and hospital policy.
3. Behavioral issues will be handed in accordance with Medical Staff Bylaws and policies and hospital UOR policies and processes.

Key Words: Harassment; hostile work environment; behavior

1 Refer to PSPH Value-Based Customer Services Standards and Behaviors
**Owner:** Medical Executive Committee

**Reference:** HR Anti-Harassment and Discrimination Policy; Value-Based Customer Service Standards and Behaviors, Principles of Partnership

**Administrative Approval:** 7/2013

Kathryne Wagner, MD, Medical Staff President

Daidre West, Community Ministry Board Chair
PRINCIPLES OF PARTNERSHIP

Health care teamwork is collaboration based on the mutual desire for the best possible care of the patient.

All members of this team are highly trained professionals and have unique and interdependent roles in the care of the patient.

Communication is the foundation of this working relationship. To this end all verbal and written communications are clear, concise, non-judgmental and done with respect.

All members of the health care team endeavor to inform each other of any significant changes in the patient’s condition or the plan of care.

Efforts are made to have a face-to-face discussion about the patient at the time the physician makes rounds.

All parties work together to provide the optimal experience for the patient and their family.

The plan of care (diagnostic/therapeutic) for the patient is clearly communicated. All questions are answered.

Health care team members calling physicians with questions/requests for orders have all patient data (vital signs/lab/xray/etc.) immediately available.

Physicians return all calls in a timely fashion. Continuous physician coverage is provided for all patients.

PSPH Value-based customer service standards and behaviors call out behaviors that are expected of employees and providers, and it is an expectation that these are followed. Examples of these standards that relate directly to this policy include:

1. **I find ways to allow our patients to actively participate in decision-making about their care.**
2. **I respond to concerns and complaints.**
   A. I acknowledge concerns without blaming or making excuses.
   B. I apologize for unmet needs or frustrating experiences.
   C. I take corrective action and follow up with the customer.
3. **I honor diversity in the workplace.**
   A. I show respect to all without regard to race, religion, culture or orientation.
   B. I value all team members and their opinions
4. **I share information that people need to do their jobs in a constructive manner.**
5. **I value the contributions and opinions of all team members.**
6. **I recognize excellence in others.**
   A. I acknowledge co-workers when they do an excellent job.
   B. I thank others who are helpful to me.
   C. I share positive experiences with others on the team.
7. **I present a professional image when I represent Providence.**
   A. I keep my appearance neat, clean and consistent with hospital policy.
   B. I keep my identification badge visible and appropriately placed.
   C. I use appropriate language and tone when in the hospital.
8. **I wash my hands before and after contact with patients or the immediate environment.**
Value-Based Customer Service Standards and Behaviors

Our values serve to guide us in all that we do in our lives at Providence, including our commitment to the provision of exceptional customer service.

RESPECT • COMPASSION • JUSTICE • EXCELLENCE • STEWARDSHIP

1. RESPECT: Affirming the God-given dignity and worth of each person.

"Do to others as you would have them do to you." —Luke 6:31

- I am attentive to the individuals' right to privacy.
- I always knock before entering a patient room.
- I ask my patient if they would like the door or curtain shut for their privacy.
- I maintain strict confidentiality with patients, visitors, co-worker, and physician information.
- I protect confidential, personal patient information from loss or theft.
- I coach co-workers in privacy, reminding them of its importance.
- I listen to the needs of others and respond patiently and respectfully.
- I acknowledge the customer with a greeting, attentive posture, and eye contact.
- I introduce myself to the customer by giving my name and where I work.
- I inform the customer about the duration of the activity in which I will be engaged.
- I explain to the customer what I will do and what they can expect, in clear language that avoids technical jargon and acronyms.
- I always thank the customer at the end of every interaction.
- I follow through on my commitments.
- I strive to work on time and return from break on time.
- I agree to comply with hospital standards and policies.
- I ask for help when I need it.
- I am accountable for meeting deadlines.

2. COMPASSION: Caring for each person as part of our family.

"Be kind to one another with tender compassion, with humility, with gentleness, with patience, and with kindness toward each other, as you have been with Christ." —Ephesians 4:2

- I welcome customers in a warm, friendly manner, including an offer of assistance.
- I find ways to allow my patients to actively participate in decision-making about their care.
- I respond to complaints and concerns.
- I acknowledge concerns without blaming or making excuses.
- I apologize for errors, needs or frustrating experiences.
- I take corrective action and follow up with the customer.
- I do all in my power to alleviate suffering.
- I address physical pain by working with physicians to provide pain control.
- I address spiritual and emotional pain by listening, comforting, and offering to find special assistance.


"Justice is the constant and perpetual will to allot to every man his due." —Plato

- I resolve conflicts in a respectful way.
- I address difficult, interpersonal issues directly and privately, without assigning blame.
- I listen to the person's point of view.
- I take into consideration the person's background and circumstances.
- I address racial disparities.
- I treat patients with respect and dignity.
- I identify and address the needs of others.
- I protect the safety of the vulnerable.
- I respectfully share fairness concerns with my supervisor.

4. EXCELLENCE: Continually improving all that we do.

"When we do the best we can, we never know what miracle is wrought in our life, or in the life of another." —Helen Keller

- I seek opportunities for growth and learning, and share what I gather with others.
- I continue to grow in skill and competence, and encourage others to do the same.
- I share information that people need to do their jobs in a constructive manner.
- I actively participate in committees, projects, and teams.
- I am fully engaged in work activities when I am on the job.
- I balance my personal agenda with team and organizational goals.
- I value the contributions and opinions of all team members.
- I offer to assist co-workers whenever I am able.
- I recognize excellence in others.
- I acknowledge co-workers when they do an excellent job.
- I thank others who are helpful to me.
- I share positive experiences with others on the team.
- I present a professional image when I represent Providence.
- I keep my appearance neat, clean, and consistent with hospital policy.
- I keep my employee badge visible and appropriately placed.
- I use appropriate language and tone when at work.

5. STEWARDSHIP: Wisely caring for and sharing human, environmental, and financial resources held in trust.

"Whoever wants to be great must be a servant." —Jesus

- I do my part to maintain a neat and orderly environment.
- I return equipment to the proper place.
- I pick up litter and throw it away.
- I manage my time effectively.
- I limit personal phone calls to only those that are necessary.
- I only utilize the internet in accordance with Providence policy.
- I correct or report any safety hazard I observe.
- I wash the hands before and after leaving any patient treatment area.
- I ensure all spills are cleaned up properly.
- I promptly report any job-related injury.
- I utilize hospital resources to minimize waste.
- I recycle whenever it is practical.
- I utilize equipment per specifications.