

# CLARK MEMORIAL HEALTH

---

■ Norton Healthcare  
and LifePoint Health

Dear Medical Staff Member:

Clark Memorial Health has adopted a Code of Conduct Policy that will apply to all members of the Medical Staff. It has been approved by the Physician Quality Improvement Committee, the Medical Executive Committee and the Board of Trustees.

Its purpose is to support a culture of safety within the hospital and its facilities. Safety and quality of patient care are dependent on teamwork, communication and a collaborative work environment. Intimidating and disruptive behaviors can foster medical errors, cause patient dissatisfaction, increase the incidence of adverse outcomes and create a work environment that can interfere with team members' ability to perform at their best. Traditionally in healthcare, there have been different expectations and tolerance for the behavior of Medical Staff versus other healthcare workers. This policy sets uniform expectations for all and holds every healthcare provider accountable for their behavior. Most importantly, this policy exemplifies the mission and values of Clark Memorial Health that require respect for every individual.

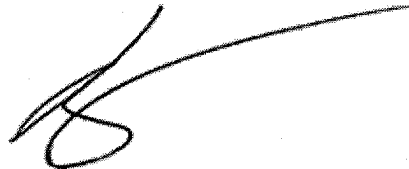
We appreciate your support of the Code of Conduct Policy. A copy of the policy is enclosed for your reference. Members of the Medical Staff are required to sign an acknowledgement of the policy as a condition of membership. **Please fax to the Medical Staff Office at 812-283-2948.**

Please feel free to give either of us a call should you have questions.

Sincerely,



Daniel MacMillan, M.D.  
Medical Staff President



Klaus Boel, M.D.  
Chief Medical Officer

---

I acknowledge receipt of the CMH Medical Staff Code of Conduct Policy and understand that this acknowledgement is a condition of Medical Staff membership.

---

Signature:

---

Date

Current Status: *Active*

PolicyStat ID: 2988108



# Clark Memorial Hospital

Origination: 11/2016

Effective: 11/2016

Last Approved: 11/2016

Last Revised: 11/2016

Next Review: 11/2019

Owner: TRICIA BRIAN: MANAGER,  
MED STAFF

Policy Area: Medical Staff

A Norton and LifePoint Partnership

References:

Applicability: Clark Memorial Hospital

## CMH Medical Staff Code of Conduct

### PURPOSE:

The objective of this policy is to promote a safe, cooperative, collegial and professional healthcare environment that embodies the mission and values of Clark Memorial Hospital, and fosters a culture of safety. Intimidating and disruptive behaviors undermine this culture of safety because they:

- Disrupt patient care and the operation of the hospital/other facilities
- Negatively affect the ability of others to do their jobs
- Create a hostile work environment for team members, Medical Staff or other allied health staff members
- Adversely affect the community's confidence in Clark Memorial Hospital's ability to provide quality patient care.

### POLICY:

Clark Memorial Hospital does not tolerate intimidating or disruptive conduct. All individuals working in Clark Memorial Hospital and its facilities must treat others with respect, courtesy and dignity and conduct themselves in a professional and cooperative manner as described in this policy. Failure to comply with this code of conduct may result in appropriate corrective action in accordance with applicable provisions in the Medical Staff Bylaws.

### DEFINITIONS:

**"Appropriate behavior"** means any reasonable conduct to advocate for patients, to recommend improvements in patient care or to participate in the operations, leadership or activities of the organization.

**"Intimidating and disruptive behavior"** means conduct that is unwarranted and is reasonably interpreted to be demeaning or offensive, including sexual or other forms of harassment, or other forms of verbal or non-verbal conduct that harms or intimidates others to the extent that quality of care or patient safety could be compromised.

**"Harassment"** means conduct toward others based on their race, religion, gender, gender identity, sexual orientation, nationality or ethnicity, which has the purpose or direct effect of unreasonably interfering with a person's work performance or which creates an offensive, intimidating or otherwise hostile work environment.

**"Sexual harassment"** includes, but is not limited to, unwelcome sexual advances, requests for sexual favors, sexually-oriented teasing, jokes about gender, obscene or other inappropriate language, gestures, printed or visual material, physical contact such as patting, pinching or brushing against another's body, and other forms

of verbal, written or physical conduct of a sexual nature, including same-sex situations, where such conduct is made an implicit or explicit condition of employment, is used as a basis for employment decisions, unreasonably interferes with work performance or creates a work environment that is intimidating, hostile or offensive.

For the purposes of this policy, behaviors defined above may also include those expressed by way of written or electronic medium, such as use of e-mail and/or social networking sites.

## **TYPES OF CONDUCT**

### **APPROPRIATE BEHAVIOR**

Examples of appropriate behavior include, but are not limited to, the following:

1. Criticism or feedback communicated in a reasonable manner and offered in good faith with the aim of improving patient care and safety, without blame or shame for adverse outcomes;
2. Encouraging clear communication;
3. Expressions of concern about a patient's care and safety;
4. Expressions of dissatisfaction with policies through appropriate grievance channels or other civil non-personal means of communication;
5. Use of a cooperative approach to problem resolution;
6. Professional comments to any professional, managerial, supervisory or administrative team member about patient care or safety provided by others;
7. Active participation in medical staff and hospital meetings;
8. Seeking legal advice or the initiation of legal action for cause;
9. Preserving patient and team member confidentiality by adhering to the applicable Clark Memorial Hospital policies regarding disclosure of information.

### **INTIMIDATING AND DISRUPTIVE BEHAVIOR**

Intimidating and/or disruptive behavior undermines a culture of safety and will not be tolerated. These behaviors include overt actions such as verbal outbursts and physical threats, as well as passive activities such as refusing to perform assigned tasks or quietly exhibiting uncooperative attitudes during routine activities. Examples of these behaviors include, but are not limited to, the following:

1. Belittling or berating statements; this includes inflammatory remarks made about any caregiver in the presence of the patient or family;
2. Name calling;
3. Use of profanity or disrespectful language;
4. Inappropriate comments entered in the medical record;
5. Blatant or persistent failure to respond to patient care needs or team member requests;
6. Personal sarcasm or cynicism;
7. Lack of cooperation without good cause;
8. Blatant or persistent refusal to return phone calls, pages or other messages concerning patient care or safety;

9. Intentionally disclosing protected or other confidential information when there is not the need-to-know;
10. Intentionally condescending verbal or non-verbal communication;
11. Intentionally degrading or demeaning communication regarding patients and their families, nurses, physicians, team members or Clark Memorial Hospital;
12. Physically threatening language or action;
13. Physical contact with another individual that is threatening or intimidating;
14. Throwing instruments, charts or other objects;
15. Threats of violence or retribution;
16. Sexual harassment; and
17. Other forms of harassment including, but not limited to, persistent intimidating behavior.

**Reporting of Intimidating or Disruptive Behavior**

- Team members are to inform their manager, Human Resources or any member of Clark Memorial Hospital leadership if they believe they have been the recipient of or witness to intimidating or disruptive behavior.
- Medical Staff should inform the Medical Director.
- Any team member or Medical Staff member may report intimidating or disruptive behavior through the Midas system. Links may be found on ClarkNet.

Appropriate investigation will occur and appropriate action, if warranted, will be initiated per applicable sections of the Medical Staff Bylaws.

**Attachments:**

No Attachments

**Approval Signatures**

**Approver**

**Date**

TRICIA BRIAN: MANAGER, MED STAFF    11/2016

**Applicability**

Clark Memorial Hospital