

**SHANDS HOSPITAL AT THE UNIVERSITY OF FLORIDA
DEPARTMENT OF NURSING AND PATIENT SERVICES**

SUBJECT: Disruptive Behavior in the Operating Room

PURPOSE: This is designed to emphasize the need for all individuals to treat others with respect, courtesy, and dignity and to protect all persons within hospital facilities from behavior that does not meet that standard.

LEVEL: Interdependent

SUPPORTIVE DATA: Common courtesy and respect for others is necessary in a professional environment. Disruptive behavior should be documented, addressed, and resolved as soon as possible. Physicians, nurses, or other hospital employees who observe behavior that disrupts the smooth operation of the OR or jeopardizes patient care should document and report the incident.

Content:

ISSUE	INTERVENTIONS	NOTES
<p>Documentation of disruptive behavior</p>	<ol style="list-style-type: none"> 1. Document: <ol style="list-style-type: none"> a. Date and time of questionable behavior b. Name of patient if behavior was in presence of or affected or involved patient in any way. c. Circumstances precipitating the incident d. Description of questionable behavior e. Consequences, if any, or disruptive behavior f. Action taken including date, time, place, action, and name(s) of those intervening 2. Submit report to Nurse Manager and Medical Director of OR. 	<p>Documentation is critical because it distinguishes between a single incident and a pattern of behavior. Use factual, objective language to describe behavior as much as possible as it relates to patient care, personnel, or hospital operations.</p>
<p>Meeting with individual</p>	<ol style="list-style-type: none"> 1. Appropriate person shall meet with disruptive person. <ol style="list-style-type: none"> a. Emphasizing inappropriate conduct b. Giving person a copy of the policy 2. If repetitive disruptive behavior continues report to Medical Director and Nurse Manager. <ol style="list-style-type: none"> a. Make initial approach collegial and helpful to the person. b. Emphasize more formal action will be taken if behavior continues. 	<p>It is not necessary to await several incidents before making a determination to meet with the person. Smooth operation of the hospital and protection of patients, employees, or others from mistreatment and abuse are a paramount concern. Based on the misconduct at issue, the steps may be truncated.</p>

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	<p><i>For physicians:</i> Medical Director will send letter to the physician after initial meeting if behavior does not improve, confirming the hospital's and medical staff's position of more formal action.</p> <p>Continued disruptive behavior: a. CEO or Chief of Staff or designee shall advise physician that such conduct must stop and decide action to be taken.</p> <p><i>For employees:</i> Follow Shands at the University of Florida Human Resources Policies.</p>	

EFFECTIVE DATE: April 3, 1997
NEXT REVIEW DATE: May 2000

SIGNATURES: _____

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