

**Section:** General Information  
**Policy:** Disruptive Behavior  
**Policy No.:** 311  
**Effective:** 1/06  
**Revised:**

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## **DISRUPTIVE BEHAVIOR**

It is the policy of Wright State Physicians, that all individuals within its facilities be treated courteously, respectfully, and with dignity. All individuals, employees, physicians, administrators, and other independent practitioners must conduct themselves in a professional and cooperative manner while conducting work on behalf of the Company.

If an employee fails to conduct himself or herself in this manner, the matter shall be addressed in accordance with Human Resource policies. If a physician, administrator, or other independent practitioner fails to conduct him or herself appropriately, the matter shall be addressed in accordance with the following policy. The President/CEO will deal with disruptive behavior by physicians, administrators, and other independent practitioners. The Dean or designee as assigned by the Dean will address any complaints of disruptive behavior from the President/CEO.

The objective of this policy is to ensure optimum patient care by promoting a safe, cooperative, and professional environment and to prevent or eliminate, to the extent possible, conduct which disrupts the operations of the Company, affects the ability of others to do their jobs, or creates a "hostile work environment".

Unacceptable disruptive conduct may include, but is not limited to behavior such as:

1. Verbal attacks leveled at individuals, which are personal or go beyond the bounds of fair professional conduct.
2. Physical attacks
3. Any criticism addressed to a recipient in such a way as to intimidate, undermine confidence, belittle or imply stupidity or incompetence.
4. Disrespectful and inappropriate comments to include but not limited to: epithets, slurs or negative stereotyping; threatening, intimidating or hostile comments; denigrating jokes; cursing, and rude remarks.
5. Disseminating information that is false, misleading, or deceptive.

Documentation of disruptive conduct is critical since it is ordinarily not one incident that leads to disciplinary action, but rather a pattern of inappropriate conduct. The documentation shall include:

1. The date and time of the questionable behavior
2. The circumstances that precipitated the situation

3. A description of the questionable behavior limited to factual, objective language as much as possible
4. The consequences, if any, of the disruptive behavior as it relates to operations
5. Record of any action taken to remedy the situation including date, time, place, action, and names of those intervening.

Once received, the report will be investigated by the President/CEO or designee. The designee shall be appointed by the President/CEO and may include the accused offender's supervisor and/or Department Chair.

Prior to any investigation, the accused offender's supervisor will be notified of the situation and the impending investigation. An investigation will include but is not limited to a rebuttal statement from the accused offender, a personnel file review, gathering witness statements, and interviewing co-workers and/or subordinates. Reports that are not founded shall be dismissed by the President/CEO. The individual initiating such report will be apprised of the disposition of the report. Those reports considered accurate will be addressed as follows:

1. A single confirmed incident warrants a discussion with the offending individual; the President/CEO or designee shall initiate such a discussion and emphasize that such conduct is inappropriate and must cease. The initial approach should be collegial and designed to be helpful to the offending individual. Documentation of the discussion should be placed in either the offending individual's personnel file or if this involves someone who is not an UMSA employee a separate confidential file will be created. The individual will be notified that such documentation will be kept in a confidential file.
2. If it appears to the President/CEO or designee that a pattern of disruptive behavior is developing or if the initial incident is highly significant, the President/CEO or designee shall discuss the matter with the offending individual as outlined below:
  - a. Emphasize that if such repeated behavior continues, more formal action will be taken to stop it and specifically what the remedial action will entail.
  - b. All meetings shall be documented.
  - c. A follow up letter to the offending individual shall state the problem and that the individual is required to behave professionally and cooperatively. The follow up letter will also include an outline of the discussed remediation plan. Consequences of further disruptive behavior will be clearly outlined and communicated to the individual. Furthermore, the individual will be notified if any communication and/or documentation will be shared with the Wright State University, Boonshoft School of Medicine or copied into their Wright State University personnel file.
  - d. The individual will be given an opportunity to submit a rebuttal to the charge. Such rebuttal will be included as a permanent part of the record.
3. If an incident is deemed extremely serious, the offending individual's employment may be terminated immediately.