LOUISIANA STATE UNIVERSITY HEALTH SCIENCES CENTER – SHREVEPORT

BEHAVIOR EXPECTATIONS AND STANDARDS OF CONDUCT

Purpose:

LSUHSC-S is committed to supporting a culture that values integrity, honesty and fair dealings with each other; and promoting a positive and safe environment for the hospital community that is reflective of the highest quality of care and professional conduct.

Patients, employees, management, professional staff, volunteers, students, contract workers and visitors all comprise the “hospital community”. As a part of the hospital community, these individuals are expected to uphold LSUHSC-S mission and values.

We believe that our mission of providing quality patient care, fostering a teaching environment for the education and training of healthcare providers and supporting medical and scientific research can best be accomplished within a culture of mutual trust, mutual respect and appropriate empowerment of patients, physicians and employees.

LSUHSC-S strives to maintain a workplace that is free from discrimination, harassment, and other inappropriate behavior. Such behavior will be investigated and reviewed in accordance with institutional procedure.

Policy:

1. It is the policy of LSUHSC-S to encourage and expect each person connected with the Health Sciences Center to, at all times, be aware of and concerned about how his or her attitude and actions affect the patient, fellow workers and visitors.

2. Appropriate behavior, as described by the institution, is required of all persons in order to establish and maintain a culture of safety and quality care throughout the facility.

3. All staff, at the time of employment, shall read and sign the TEAM pledge and Code of Conduct, acknowledging their understanding of the expectations of the institution in regards to appropriate conduct.

4. Disruptive or inappropriate conduct (as defined below) shall be reported at the time of occurrence through the hospital variance reporting system (HP #2.22).
5. Supervisory personnel, at the level necessary to address and correct the identified issues, shall investigate and take corrective actions regarding reported disruptive and inappropriate behavior. A summary of actions taken shall be reported through the variance system.

6. The responsible administrator(s) shall be copied on all behavior related variances filed and will be responsible for ensuring that corrective action was taken; in addition, the administrator shall utilize data from the variance reporting system to monitor for trends or potential trends of inappropriate behavior either by individuals or work area.

7. Human Resources shall be consulted as needed in order to manage and correct behavioral issues; interactions may include mediation of conflict resolution among staff, disciplinary action, and/or referral to professional counseling.

8. Allegations or reporting of sexual harassment in the workplace shall be reported directly to the Director of Human Resources (or their designee).

9. Incidents of disruptive inappropriate behavior involving members of the medical staff shall be referred to the appropriate department chair and, the Senior Associate Dean for Clinical Affairs and Chief Medical Officer, for investigation and corrective action. Incidents involving House Officers shall be referred to the appropriate department program director as well as department chair. In both cases, corrective action shall be taken in accordance with the Medical Staff By-laws and the House Officer manual.

Definitions:

1. Appropriate behavior - an attitude or action displayed in interaction with others (patient, patient families, fellow employees, medical staff, and visitors) that includes:
   a. Courtesy and politeness
   b. Friendliness
   c. Concern for the well-being of others
   d. Sensitivity and prompt responsiveness to the customer's wants and needs
   e. Cooperation with and helpfulness to the patient, members of the patient's family, visitors, and coworkers
   f. Pride in self, job/profession, and the Health Sciences Center
   g. Respect for the customer and coworkers

2. Disruptive and inappropriate behavior - any behavior that causes unrest, disorder or interrupts or impedes progress in the workplace; such behavior may include insubordinate conduct between a staff member and supervisor, peers, staff – patient or staff – family interactions; disruptive and intimidating behavior include verbal
outburst and physical threats, as well as passive activities such as refusing to perform assigned tasks or quietly exhibiting uncooperative attitudes during routine activities. Such behaviors include reluctance or refusal to answer questions, return phone calls or pages; condescending language or voice intonation; and impatience with questions.

Responsibilities:

1. It is the responsibility of each employee to:

   a. Ensure that his or her attitude and actions are at all times consistent with the standards as outlined within this policy.
   b. Compliment a coworker when his or her actions comply with this policy.
   c. Remind a coworker when his or her attitude or actions are inconsistent with these standards.
   d. Call instances of excellence or noncompliance to the attention of the appropriate supervisor or department head.
   e. Report, via the Hospital variance system, occurrences of inappropriate or disruptive behavior that negatively impacts, or has the potential to negatively impact, the safety of patients, staff or visitors.

2. It is the responsibility of each department head and supervisor to:

   a. Ensure that each employee under his or her jurisdiction upholds these standards.
   b. Investigate reports of, document instances of, violation of these standards, and take appropriate corrective actions, especially when behavior is shown to repeatedly and willfully disregard the standards of behavior described above. Such appropriate action may include verbal or written counseling and guidance. If disciplinary action of a classified employee is warranted, it will be taken pursuant to and in conformity with Civil Service rules.
   c. Commend an employee under his or her jurisdiction whose attitudes and actions consistently exceed these standards. Such commendation should include the issuance of a letter of commendation for placement in the employee's personnel file.
   d. Evaluate an employee's compliance with these standards as part of conducting regularly scheduled performance appraisals and at other times as may be needed for the effective operation of the work unit.
   e. Bring to the attention of the appropriate supervisor or department head instances of behavior contrary to or consistently in excess of these standards by an employee under the jurisdiction of another supervisor or department head.
Hospital Policy Manual
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