



Texas Health Presbyterian Hospital Dallas Code of Conduct

The care of patients requires an integrated and smoothly functioning team composed of the Medical Staff, Allied Health Professional (“AHP”) staff, clinical and support staff. Members of the Medical Staff and AHP Staff must contribute to setting and maintaining an atmosphere for safe, collegial, high quality care. Texas Health Resources and its hospitals follow the values of Respect, Integrity, Compassion and Excellence upon which this code is based.

Each member of the Medical Staff or AHP staff is continuously evaluated using the Ongoing Professional Practice Evaluation (OPPE) process and may include the following six areas of competency:

Patient care
Medical / clinical judgment
Practice based learning and improvement
Professionalism
System-based practice Interpersonal communication

Reports of inappropriate behavior and / or harassment will be formally evaluated as an element of professionalism and interpersonal communication. Confirmed behaviors that are deemed unacceptable will be considered for intervention in accordance with the medical staff bylaws.

Examples of desirable behaviors include:

- Timely response to patient needs
- Supporting teamwork among caregivers
- Showing respect for all members of the health care team, patients and families
- Discussing problems in a constructive manner
- Demonstrating patience in stressful situations
- Compliance with policies and procedures

Disruptive or inappropriate behavior can be defined as an aberrant style of personal interaction between members of the health care team, patients and / or their family members that interferes with the delivery of excellent patient care. The behavior could take the form of language, personal habits or physical confrontation. Examples include:

- using threatening, intimidating or abusive language or gestures directed at patients, families, members of the health care team, or the Hospital;
- making berating, degrading, derogatory or demeaning comments regarding patients, families, members of the health care team or the Hospital;

- using profanity or similarly offensive language while speaking with anyone in the Hospital;
- engaging in inappropriate or offensive conversations during patient care;
- engaging in non-constructive criticism, addressed to a recipient in such a way as to intimidate, humiliate, berate, undermine confidence, belittle, or imply stupidity or incompetence;
- physical contact with another individual that is perceived to be threatening or intimidating;
- making derogatory comments about the quality of care being provided at the Hospital or by another member of the health care team;
- medical record entries criticizing the quality of care being provided by the Hospital or any other member of the health care team, or which are not relevant to the delivery of care to the patient;
- refusal to abide by Medical Staff requirements as delineated in the Medical Staff Bylaws, Rules & Regulations or Policies
- retaliation or intimidation of any employee, or other individual, for reporting behavior believed to be in violation of this code or in conjunction with completing any report regarding physician behavior.

Harassment – An effective health care environment is one that is free from harassment of any kind, including sexual harassment. Harassing behaviors include:

- Verbal conduct such as epithets, derogatory remarks, jokes or slurs, unwelcome sexual remarks, invitations, or comments that is related to gender/sexual orientation, religion, mental or physical disability, medical condition, marital status, or any protected basis such as race, age, color, or national origin.
- Visual conduct such as display of derogatory or otherwise offensive posters, cards, calendars, photographs, cartoons, graffiti, drawings, mail or electronic mail, or gestures that is related to gender/sexual orientation, religion, mental or physical disability, medical condition, marital status, or any protected basis such as race, age, color or national origin.
- Physical conduct such as assault, unwelcome touching, blocking normal movement or interfering with work that is related to gender/sexual orientation, religion, mental or physical disability, medical condition, marital status, or any protected basis such as race, age, color, or national origin.
- Disruptive or inappropriate behavior will be addressed in accordance with the applicable Medical Staff Bylaws or AHP Staff policies including referral to the Behavioral Event Review Committee or other applicable medical staff committee.