

NORTHEAST REHABILITATION HOSPITAL NETWORK
POLICIES AND PROCEDURES MANUAL
HOSPITAL-WIDE POLICY

SECTION: HW.ADM

SUBJECT: Workplace Culture - Zero Tolerance for Disrespect

EFFECTIVE DATE: 12/10

REVIEWED: Annually

REVISED DATE: 12/10, 7/12, 6/15, 6/16, 8/17

REPLACES: Workplace Culture – Preventing and Managing Conflict

POLICY:

Northeast Rehabilitation Hospital Network (“NRHN”) has established a standard of respect within the hospital network community. The hospital network expects people to treat each other with respect and will take action to prevent or eliminate behavior that disrupts the operation of the hospital network or affects the ability of individuals to perform their responsibilities with self-respect, creates a hostile work environment, impedes individuals from carrying out responsibilities in a professional manner, interferes with patient safety or quality of care, including failing to adequately address safety concerns.

It is the policy of NRHN that all individuals within any of its facilities or performing services on its behalf be treated courteously, respectfully and with dignity. To this end, NRHN expects and requires that all individuals – employees, physicians, students, independent contractors, vendors, Governing Board – conduct themselves in a respectful and cooperative manner towards each other. Any conflict will be addressed and resolved according to the established hospital procedures. This policy is not intended to inhibit legitimate constructive discussion and feedback.

PROCEDURE:

1. NRHN has a Service Pledge which all employees are oriented to at NEO. All employees are expected to follow, abide by and exhibit the seven standards of behavior outlined in the Service Pledge. The seven standards include:
 - Make Great First Impressions
 - Show Care and Concern
 - Respect the Dignity and Confidentiality of Others
 - Communicate Effectively
 - Own The Problem...Go The Extra Mile
 - Initiate Quality Improvements
 - Organizational Pride
2. NRHN will not tolerate verbal, written or physical conduct by anyone who works or practices at NRHN which:
 - a. creates an intimidating, offensive or hostile environment;

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- b. disrupts the operation of the hospital network, patient care or individuals working therein; and
 - c. damages the hospital network's reputation in the communities it serves.
- 3. Disruptive conduct includes a single serious incident, or a series of repeated incidents, which affect the ability of other individuals to perform their responsibilities in a respectful environment, such as:
 - a. verbal, written, or physical intimidation; shouting, berating, or hanging up;
 - b. attacks, threats or other conduct (physical or verbal) directed at members of the medical staff, hospital employees, patients, or family members, which are personal, inappropriate, or exceed the bounds of fair and decent behavior;
 - c. inappropriate comments written in patient medical records or other official hospital documents, impugning the quality of care in the hospital, or attacking particular physicians, nurses, or any employee, or hospital policy;
 - d. unprofessional disparagement of the personal or professional activities or characteristics of another person; and
 - e. conduct or comments that unfairly injure the reputation of the hospital or its employees.
- 4. Individuals who violate this policy shall be subject to appropriate corrective action and/or disciplinary action up to and including termination of employment. Supervisors or members of leadership who violate this policy, or fail without good reason to report and/or correct violations by others of which they become aware, may also be subject to disciplinary action.
- 5. Individuals who feel that they are subject to this kind of disrespectful conduct should first consider telling the offending party that they object to that conduct. If the individual is not comfortable confronting the offending party or if the offending party, after being confronted, is unmoved, the following procedures shall be utilized:
 - a. Any person who believes he/she has been subjected to disrespectful conduct as described in this policy should report the incident in a timely manner, either orally or in writing.
 - b. Reports of violation of this policy may be made to the employee's supervisor, department head, respective administrator, or Human Resources.
 - c. Non-employees may report violations to any member of leadership.
- 6. Every complaint will be handled in strict confidence to the extent possible and consistent with the hospital's legal obligation. Investigation of all complaints will be prompt and thorough. Appropriate corrective action will be taken. There will be no reprisal or retaliation against any employee who in good faith files a complaint or participates in an investigation in accordance with this policy. **(Please refer to Hospital Wide Policy entitled "Conflict Resolution")**.

APPROVALS:

VP Human Resources

CEO