

**LSU HEALTH CARE SERVICES DIVISION
BATON ROUGE, LOUISIANA**

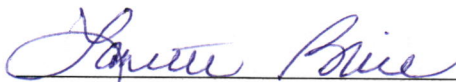
POLICY NUMBER: 4560-19

CATEGORY: Human Resources

CONTENT: Workplace Behavior Among Employees, Physicians,
Contract Workers, Students or Volunteers

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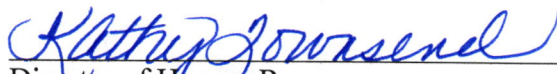
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Deputy Chief Executive Officer
LSU Health Care Services Division

1/9/19

Date



Director of Human Resources
LSU Health Care Services Division

01/08/19

Date

**LSU HEALTH CARE SERVICES DIVISION
WORKPLACE BEHAVIOR AMONG EMPLOYEES, PHYSICIANS,
CONTRACT WORKERS, STUDENTS OR VOLUNTEERS**

I. POLICY STATEMENT

It is the policy of the Health Care Services Division (HCS D) to provide a peaceful and healing environment for our patients, family members, visitors, and staff. Employees are required to display a professional and pleasant demeanor while on any HCS D hospital campus grounds. HCS D is committed to a workplace free of threats, intimidation, profanity, violence, harassment, and bullying and has a zero-tolerance to these types of behavior. Incidents will be investigated thoroughly and expediently.

II. APPLICABILITY

Adherence to this policy is required for HCS D Headquarters and Medical Centers.

III. IMPLEMENTATION

This policy or any subsequent revisions are effective upon signature/date of the HCS D Deputy CEO.

IV. DEFINITIONS

For the purposes of this policy, the following definitions shall apply:

- A. Bullying – Any repeated, unreasonable behavior directed toward an employee, co-worker, customer, student, or vendor that is intended to intimidate, creates a risk to health and safety, or results in threatened or actual harm. Workplace bullying and psychological harassment is defined as unwanted conduct, comments, actions or gestures that affect an employee’s dignity, psychological or physical health and well-being. Bullying and psychological harassment may result from the actions of one individual towards another, or from the behavior of a group towards others.

Bullying and psychological harassment are often characterized through insulting, hurtful, hostile, vindictive, cruel or malicious behaviors which undermine, disrupt or negatively impact another person’s ability to do his or her job and results in a harmful work environment for the employee(s).

- B. Disruptive Behavior – a chronic or habitual pattern of behavior that creates a hostile environment, the effects of which have serious implications on the quality of patient care and patient safety. Disruptive behavior means any abusive conduct including sexual or other forms of harassment, or other forms of verbal or non-verbal conduct that harms or intimidates others to the extent that quality of care or

patient safety could be compromised. Personal conduct whether verbal or physical, that affects or that potentially may affect patient care negatively constitutes disruptive behavior.

- C. Profanity – Abusive, vulgar, or irreverent language.
- D. Psychological Harassment – Unwanted conduct, comments, actions or gestures that affect a person’s dignity, psychological or physical health and well-being. Bullying and psychological harassment may result from the actions of one individual towards another, or from the behavior of a group towards another/others.
- E. Types/examples of activities of disruptive behavior/harassment/bullying includes, but not limited to:
 - 1. Intimidating, threatening, or hostile statements actions or gestures
 - 2. Excluding someone from workplace activities, social isolation
 - 3. Falsely accusing and punishing “errors” not actually made; blaming without justification
 - 4. Verbal abuse, demeaning comments
 - 5. Direct, conditional, or veiled threats
 - 6. Treating one team member differently than the rest of the work group
 - 7. Gossiping
 - 8. Public humiliation, i.e. calling an employee out in front of others
 - 9. Yelling, screaming, and other demeaning communication
 - 10. Giving one person on a work team the majority of the unpleasant tasks
 - 11. Outbursts or displays of anger directed at others
 - 12. Targeting an individual through persistent, unwarranted criticism
 - 13. Mobbing and/or swarming
 - 14. Misuse of power or authority

V. GENERAL GUIDELINES

- A. HCSD does not condone and will not tolerate any form of disruptive behavior or psychological harassment in the workplace and is committed to:
 - 1. Maintenance of a healthy and safe workplace
 - 2. Education and prevention-oriented practices
 - 3. Addressing bullying behavior
 - 4. Effective problem-solving processes to address concerns related to individual or group behavior
- B. All aspects of prevention and problem-solving processes will be fair, timely, confidential, professional, and impartial, consistently applied and will aim to preserve the dignity, self-respect and rights of all parties.

- C. Responses to disruptive behavior and/or harassment will aim to correct identified behavior and to prevent further occurrences or violations of this policy and may include disciplinary action up to and including dismissal.

VI. ROLES AND RESPONSIBILITIES

- A. Employees will support implementation of this policy by:
 - 1. Conducting themselves in a professional manner and to treat customers, patients, family members, co-workers, physicians, students, volunteers, vendors, and visitors with dignity and respect when they are on duty.
 - 2. Reporting any incidents which may be in violation of this policy.
 - 3. Shall cooperate fully and in good faith in any investigation or resolution process.
 - 4. Respecting the rights to personal dignity, privacy and confidentiality pertaining to this policy.

- B. Administration/Management/Supervisors will support implementation of this policy by:
 - 1. Ensuring that employees within their organizational authority understand the importance and intent of this policy.
 - 2. Acting as a role model by displaying professional and respectful conduct.
 - 3. Monitoring the workplace to observe interactions of employees with patients, visitors and staff.
 - 4. Providing employees discreet options to report bullying, disruptive behavior and/or harassment without fear of retaliation.
 - 5. Intervening immediately when inappropriate conduct has been brought to their attention or has been observed.
 - 6. Respecting the rights of all parties to a fair, equitable and confidential process for responding to complaints.
 - 7. Supporting all who participate in a problem-solving process
 - 8. Enforcing corrective and/or disciplinary measures, where applicable.

VII. INVESTIGATIVE PROCESS

- A. To assist in clarification of the facts of each complaint, employees are encouraged to document the details regarding unwanted behavior to include the following: (See Attachment A – Form may be used to assist employees in providing written information)
 - 1. Time
 - 2. Dates
 - 3. Names of those who were present, if any

4. Circumstances surrounding the incident
 5. Did you speak to the individual about the unwanted behavior? Details of the conversation and the individual's response?
- B. Complaints will be submitted to the Human Resources Department at the Hospital. Human Resources will participate and provide recommendations for resolution based on investigative findings. **Each Hospital shall develop specific timeframes and procedures to be followed for appointment of an investigator, investigation process/completion and resolution not to exceed 45 calendar days from date complaint was received by Human Resources.**
- C. Employees are asked to respect confidentiality of all those involved during the investigative process.
- D. Although a complaint may be withdrawn by an employee who no longer wishes to proceed with a formal investigation, the Appointing Authority may continue its investigation where there are indicators that bullying, disruptive behavior, and/or harassment may have occurred.
- E. In accordance with HCSD Policy No. 4528, Investigation Policy, employees are required to cooperate in an investigation. This may include participation as a witness; providing details; confirming and/or documenting information; or to identify other potential witnesses or parties.

Disciplinary action up to and including dismissal may occur where the employee refuses to cooperate and/or violates the policy.

VIII. EXCEPTIONS

Any exception to this policy must be approved by the Chief Executive Officer/designee of the HCSD.

This form is intended to assist in the preparation of a narrative description for the Human Resources Department as to what happened? When did it happen? Where did it happen? Who was involved?

Employee Name (Print):		Work Phone Number:
Job Title:	Department:	
Unwanted Behavior being reported:		
Employee Signature:		
Date Submitted:		
Date Received/By:		

Include all relevant facts when describing exactly what took place.

- Date/time incident occurred
- Exact location of incident
- Name(s)/Title(s) of ALL involved
- Name(s)/Title(s) of ALL witnesses
- Did you speak directly to the individual about the unwanted behavior? If yes, give date and time and details of the conversation.

(use additional page(s) if necessary)

- If individual responded, what was the response?
- Are there witness statements? If so, attach originals

Any additional information: