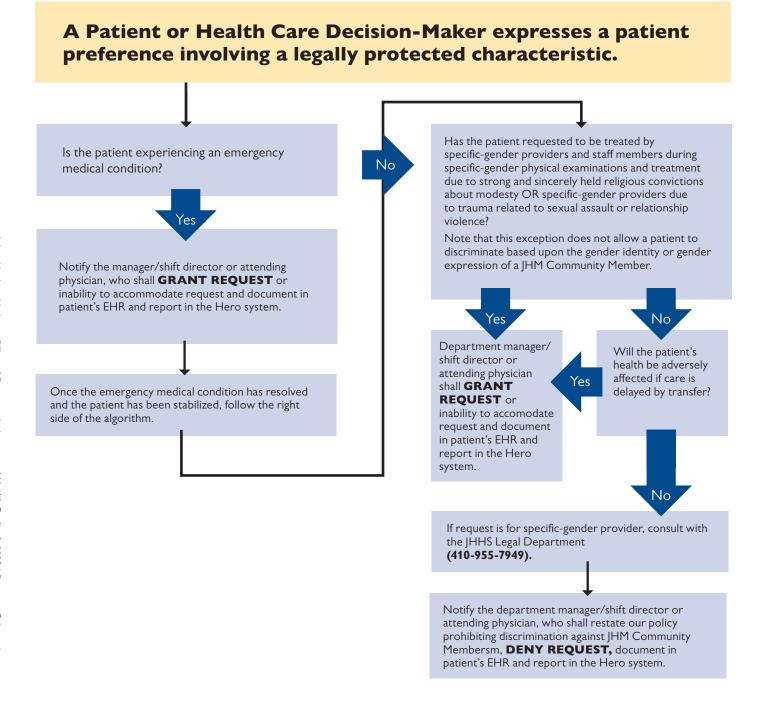
Fact Sheet: Responding to Discrimination and Discriminatory Aggression by Patients, Health Care Decision-makers, or Visitors Against JHM Community Members

The Participating Organizations provide patient care in a manner that respects a patient's right to be an active participant in their treatment and that adheres to high standards of patient care while also protecting all members of the Johns Hopkins Medicine (JHM) community from discrimination by patients, health care decision-makers, or visitors. Discrimination could be in the form of objecting to or acting aggressively toward a JHM Community Member based on a legally protected characteristic. Use the following algorithms as a guideline for responding.



A Visitor, Patient, or Health Care Decision-Maker expresses Discriminatory Aggression

See also Workplace Violence Type 2: Patients and Visitors on Staff (ADMINSEC004)





develop a plan.

See your facility-specific administrative (involuntary) discharge policy.



Note: It is recommended to have the Office of Public Safety present when the patient or Health Care Decision-Maker is advised of the decision, if indicated based upon past behavior or there is a concern the Discriminatory Aggression may escalate or become assaultive.



The department manager/shift director or attending physician shall document Discriminatory Aggression in patient's EHR and report in the Hero system.







If aggression continues, notify Office of Public Safety/designee to escort the visitor off the premises. Allowing the Visitor to return will require approval by the Participating Organization's Executive Leadership



Office of Public Safety shall document per their standard operating procedure.