It is the policy of Suburban Hospital that “all who are medical staff members, employees, trustees, and volunteers shall conduct themselves in a professional and cooperative manner and shall not engage in disruptive behavior.” Disruptive behaviors can lead to a lack of teamwork and poor communication, medical errors and preventable patient harm, increased costs, decreased satisfaction of patients and families, and loss of productive members of the workforce who seek more professional work environments.

Suburban Hospital defines disruptive behavior in many ways, including passive and active actions such as physical threats, physical outbursts, verbal outbursts, use of profanity, intimidating behavior, demeaning or disrespectful comments, racial slurs, telephone hang-ups, refusal to perform assigned tasks, quiet exhibition of uncooperative attitudes, reluctance or refusal to answer questions or return phone calls and pages, among others.

Where problems occur, prompt identification and reporting up the “chain of command” through the vice president for medical affairs and department/section chiefs should occur. Resolution through informal, collaborative efforts is encouraged. If problems persist, a progressive process is followed, including additional assistance or guidance, warnings, referral (e.g., Maryland Physician Health Program) and, in serious cases, corrective action up to and including termination of privileges.

TO LEARN MORE
- Suburban Hospital Medical Staff Bylaws, Rules and Regulations, Policies, and Code of Conduct are available in the Suburban Hospital Medical Staff Services Office.

Contact: Keith Shiner 410-955-7949 ext. 6061