

ELIMINATE DISRUPTIVE BEHAVIOR

Improve Outcomes by Training Your Staff on the Harmful Impact of Disruptive Behavior

Intimidating and disruptive behavior in healthcare settings, can result in medical errors, poor patient satisfaction, staff turnover, and increased organizational costs. The Joint Commission has brought this important issue to the forefront of medical care; first by issuing a Sentinel Event Alert warning in July 2008 that disruptive and intimidating behaviors have an adverse effect on patient safety and outcomes, and then with a subsequent Leadership Standard (LD.03.01.01) that addresses disruptive and inappropriate behaviors in the healthcare setting. Developed with the help of the foremost experts in behavioral studies, **Disruptive Behaviors and Their Negative Impact on Patient Safety** uses realistic scenarios to demonstrate the potential dangers of disruptive behavior not only to patients but also to staff. Healthcare professionals will learn the root causes of disruptive behavior, strategies for eliminating inappropriate behavior, and ways that teams can increase awareness, sensitivity, and responsiveness by implementing appropriate policies and procedures that hold individuals accountable for their actions.

In a recent survey, over 90% of participants reported witnessing disruptive physician behavior. While disruptive events seem to involve only a small percentage of the medical staff, more than one-third of the participants reported knowledge of a nurse leaving an institution because of disruptive behavior by physicians.

Impact:

Improve outcomes

- Reduce medical errors
- Improve patient satisfaction

Reduce Employee Turnover

- Increase employee satisfaction
- Improve communication and dialogue
- Manage stress and conflict

Maintain compliance

- Meet the Joint Commission training requirement
- 1 hour of CNE and CME available

Features:

- Interactive exercises that promote knowledge retention
- Narrated content and easy to use format that accommodates various learning styles
- Post test to measure comprehension



Type of Behavior	Specific Examples
Unpleasant and abusive behavior	<ul style="list-style-type: none"> - "Nasty" interactions when disturbed at home - Showing open disdain for a co-worker - Demeaning remarks - Undermining co-workers

Disruptive Behaviors and Their Negative Impact on Patient Safety provides real world examples of inappropriate behavior and their devastating consequences in a hospital setting.

This course is essential for:

- Promoting Professional Development
- Orientation Programs

This course supports:

- Joint Commission as described in Leadership Standard (LD.03.01.01)
- Maintaining regulatory compliance

Course Objectives

After completing this continuing medical education activity, the participant should be able to:

- Identify three examples of disruptive behavior by a healthcare professional, the underlying causes, and the potential effects on patient safety.
- Define the rationale for the Joint Commission's Sentinel Event Alert on "Behaviors that Undermine a Culture of Safety" in a healthcare setting.
- Identify three strategies for addressing intimidating and disruptive behavior in a healthcare setting.

Continuing Education Credit

Physicians

Disruptive Behaviors and Their Negative Impact on Patient Safety has been approved for one contact hour of AMA PRA Category 1 Credit™.

Nurses

Disruptive Behaviors and Their Negative Impact on Patient Safety has been approved for one contact hour of continuing nursing education credit.

HealthStream is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

Subject Matter Experts

ALAN H. ROSENSTEIN M.D., M.B.A.

Vice President and Medical Director for VHA West Coast, Pleasanton, CA

Dr. Rosenstein has had numerous publications, lecture, seminar presentations and national and international consultation experiences in the areas of performance improvement, nurse-physician relationships, physician education, physician leadership, performance profiling, quality improvement, and cost-effective care.

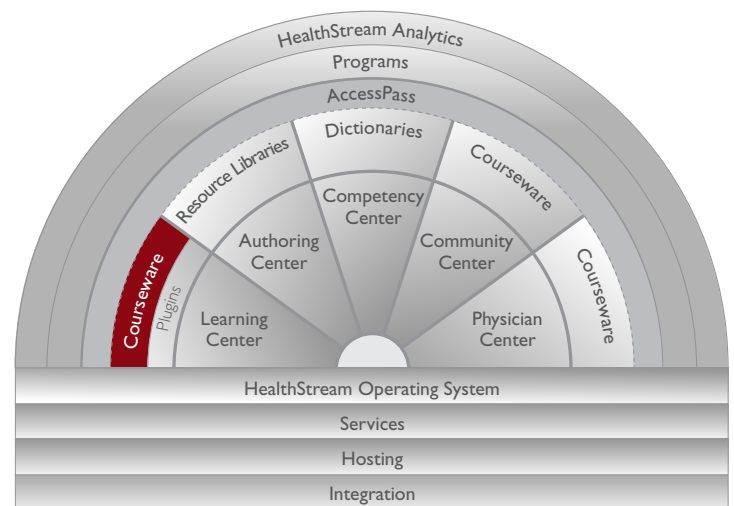
User Scale

- novice
- advanced beginner
- competent
- proficient
- expert

Recommended For:

- Nurses
- Physicians
- Assistants
- Healthcare Professionals

HealthStream's Integrated Solutions



About HealthStream

HealthStream (NASDAQ: HSTM) is a leading provider of research and learning solutions for the healthcare industry. HealthStream focuses on turning "Insight into Action" for leading healthcare providers and suppliers through continuous measurement and adaptive learning.