Taming Disruptive Behavior in Physicians: A 360-Degree Model

Length: 1.5 hours

Target Audience: Senior Executives, Department Heads and Human Resource Professionals, Clinical Leaders, Risk Management/Compliance Professionals

Description: Research is increasingly demonstrating that intimidating and disruptive behaviors contribute to preventable adverse outcomes, poor patient satisfaction, increased cost of care, and decreased job satisfaction of staff. As identified by the Institute of Medicine study *To Err is Human*, the reduction of medical errors is dependent upon teamwork, the free exchange of ideas, and a collaborative approach to problem solving all of which are at risk in an environment where disruptive behavior is allowed in the workplace.

Healthcare executives need the knowledge and skill to establish organizational culture that supports prevention and management of disruptive behavior. This session focuses on key strategic and tactical issues of designing and implementing a model to mitigate risk to an organization cased by disruptive physician behavior.

Faculty: Moderator and 2 to 3 panelists
The moderator should be a senior healthcare professional, clinician and/or executive, who has experience with intervention and remediation of disruptive physician behavior. Panelists should include human resource, employee assistance, behavioral health, and executive leaders. When possible, it may be desirable to have a healthcare leader or practitioner who has overcome such prior behavior.

Topics for Discussion:
- Prevalence and definition of disruptive behavior in the workplace
- Disruptive behavior on patient care
- Clinical and business case for preventing and managing disruptive behavior in the workplace
- Call to action related to bullying in the workplace, including legal, accreditation, organizational, and socio-cultural
- Forensic evaluation model in diagnosis and treatment recommendations
- Strategies to evaluate, treat, and monitor disruptive behavior
- Role of 360 Feedback Model in performance improvement
• Back to work strategies – reintegration after treatment for disruptive behavior

Questions for Discussion:

1. How does disruptive behavior in the workplace affect the organization?
2. What are common root causes of disruptive behavior?
3. How does improved professional behavior relate to improved organizational performance?
4. How can evaluation, diagnosis, intervention, and monitoring impact the organization?
5. What are the roles for healthcare executives, human resource professionals, and clinical leaders in addressing disruptive physician behavior?
6. How can appropriate treatment programs be identified and accessed?
7. How can positive and lasting changes be achieved?

Material for Distribution:


Additional Resources:


