

**Procedure for Reviewing Physician Disrespectful Behavior Incident SAFE Reports
By Medical Directors and Other Chief of Staff Designees**

STEPS IN PROCEDURE:

(1) Investigation:

- a. Initially, a non-judgmental approach should be used but with a position of great concern. Do not assume the incident described in the report is entirely correct until further information is obtained.
- b. Speak with the physician involved to get his/her account of the event.
- c. Show the physician the text of the description of the incident.
- d. Speak with others as needed to clarify or add confirmatory information
- e. Receive any written or verbal response.
- f. Do not reveal the name of the person who reported the incident. (However, in recalling the event, the physician may know this.)
- g. Caution the physician that any behavior directed at the reporter that could be perceived as retaliation can lead to disciplinary action by the Medical Executive Committee.

(2) Decision:

- a. Based on the investigation, decide if the incident is an event involving physician behavioral issues
- b. The objective is NOT to determine who was “right”. This is rarely productive. Each party sees things based on his/her perceptions, experiences and interpretations. Hence, each person’s account is “real” for him/her.
- c. The focus is on learning from the incident to not have it happen again.

(3) Peer coaching:

- a. Provide feedback
- b. Invite reflection on the event by the physician
- c. Explore better ways the physician might manage similar situations involving conflict, frustration, stress, etc. in the future.

(4) Report:

- a. Send a brief account of 1-3 to the person who sent the email asking you to look into the incident
- b. Include the physician’s response to feedback, reflection and learning.
- c. Forward any system improvement issue to the operations manager of the system and to the person who sent the email asking you to look into the incident.
- d. Close the loop back to the physician on any systems process improvement, when the issue is handled locally.

TIME LINE:

The above steps should be completed ***within 2 weeks*** of receiving the incident