

Section Title	Effective Date: 3-06	Page: 1	Date Revised:
Governance			5-08
Subject:			
Professional Behavior			

PROFESSIONAL BEHAVIOR

I. PURPOSE

To clarify expectations that Lakeview Surgery Center physicians and staff act in a manner that develops and maintains a professional image which instills public confidence and promotes a positive public image both internally and externally.

II. POLICY

In order to protect Lakeview Surgery Center's reputation for professional excellence and patient service, Lakeview Surgery Center will not tolerate unprofessional behavior. Unprofessional behavior can be defined as conduct which disrupts the operation of the organization, affects the ability of others to do their jobs, creates a hostile work environment, or interferes with an individual's ability to practice competently. Specific behaviors not tolerated include, but are not limited to:

1. Public profanity
2. Sexual harassment of physicians, staff or patients (see LSC-Harassment policy)
3. Loss of control ("temper tantrums")
4. Rudeness to physicians, staff or patients
5. Derogatory remarks directed toward physicians, staff or patients
6. Licentious behavior
7. Drug/alcohol abuse (see LSC Impaired Healthcare Provider policy)
8. Verbal abuse of physicians, staff or patients
9. Threatening behavior directed towards physicians, staff or patients
10. Illegal or unethical conduct.
11. Repeated non-adherence to Lakeview Surgery Center policies

A report of Lakeview Surgery Staff demonstrating such behavior should be reported immediately to a Lakeview Manager or Executive Director for investigation and corrective action as necessary. A report of a physician demonstrating such behavior should be reported immediately to the President of the Medical Executive Committee, Board Chair or Medical Director. If deemed necessary a written request to institute the Peer Review Corrective Action process outlined in the Lakeview Surgery Center Medical Staff Bylaws will be made. The request will include the specific conduct that constitutes the basis for the request.

Violation of this policy and/or failure to correct behavior in accordance with the plan to change behavior can lead to discipline including, but not limited to, letters of admonition, censure, reprimand or warning, probation, termination of employment, or termination of Medical Staff privileges.