

THE JOINT COMMISSION

2009 Hospital Accreditation Standards

EP 4 and 5: Disruptive Behavior

Leadership Standard LD.03.01.01

Leaders create and maintain a culture of safety and quality throughout the hospital.

Rationale for LD.03.01.01

Safety and quality thrive in an environment that supports teamwork and respect for other people, regardless of their position in the organization. Leaders demonstrate their commitment to quality and set expectations for those who work in the organization. Leaders evaluate the culture on a regular basis.

Leaders encourage teamwork and create structures, processes, and programs that allow this positive culture to flourish. Disruptive behavior that intimidates others and affects morale or staff turnover can be harmful to patient care. Leaders must address disruptive behavior of individuals working at all levels of the organization, including management, clinical and administrative staff, licensed independent practitioners, and governing body members.

Elements of Performance for LD.03.01.01

- A 1. Leaders regularly evaluate the culture of safety and quality using valid and reliable tools.
- A 2. Leaders prioritize and implement changes identified by the evaluation.
- A 3. Leaders provide opportunities for all individuals who work in the hospital to participate in safety and quality initiatives.
- A 4. **(D) The hospital has a code of conduct that defines acceptable, disruptive, and inappropriate behaviors.**
- A 5. **Leaders create and implement a process for managing disruptive and inappropriate behaviors. (3)**
- A 6. **Leaders provide education that focuses on safety and quality for all individuals.**
(See also LD.04.04.05, EP 6: [“The hospital provides and encourages the use of systems for blame-free internal reporting of a system or process failure, or the results of a proactive risk assessment.”])
- A 7. Leaders establish a team approach among all staff at all levels.
- A 8. All individuals who work in the hospital, including staff and licensed independent practitioners, are able to openly discuss issues of safety and quality.
- A 9. Literature and advisories relevant to patient safety are available to all individuals who work in the hospital.
- A 10. Leaders define how members of the population(s) served can help identify and manage issues of safety and quality within the hospital.