

## STANDARDS OF CONDUCT

### TORRANCE MEMORIAL MEDICAL CENTER

#### MEDICAL STAFF

##### ACCEPTABLE CONDUCT

Appropriate behavior means any reasonable conduct to advocate for patients, to recommend improvements in patient care, to participate in the operations, leadership or activities of the organized Medical Staff, or to engage in professional practice including practice that may be in competition with the Hospital. Appropriate behavior is not subject to discipline under these Bylaws.

Examples of appropriate behavior include, but are not limited to, the following:

- (a) Criticism communicated in a reasonable manner and offered in good faith with the aim of improving patient care and safety;
- (b) Encouraging clear communication;
- (c) Expressions of concern about a patient's care and safety;
- (d) Expressions of dissatisfaction with policies through appropriate channels or other civil non-personal means of communication;
- (e) Use of cooperative approach to problem resolution;
- (f) Constructive criticism conveyed in a respectful and professional manner, without blame or shame for adverse outcomes;
- (g) Professional comments to any professional, managerial, supervisory, or administrative staff, or members of the Board of Trustees about patient care or safety provided by others;
- (h) Active participation in Medical Staff and Hospital meetings (i.e., comments made during or resulting from such meetings cannot be used as the basis for a complaint under this Code of Conduct, referral to the Practitioners' Well Being Committee, economic sanctions, or the filing of an action before a state or federal agency);
- (i) Membership on other Medical Staffs; and
- (j) Seeking, legal advice or the initiation of legal action for cause.

**DISRUPTIVE AND INAPPROPRIATE CONDUCT**

Disruptive and inappropriate Medical Staff member conduct affects or could affect the quality of patient care at the Hospital and includes:

- (a)** Harassment , including any abusive conduct including sexual or other forms of harassment, or other forms of verbal or non-verbal conduct that harms or intimidates others, by a Medical Staff member against any individual involved with the Hospital on the basis, of race, religion, color, national origin, ancestry, physical disability, mental disability, medical disability, marital status, sex or sexual orientation.
  
- (b)** Inappropriate conduct includes:
  - (1) Belittling or berating statements;
  - (2) Name calling;
  - (3) Use of profanity or disrespectful language;
  - (4) Inappropriate comments written in the medical record;
  - (5) Blatant failure to respond to patient care needs or staff requests;
  - (6) Personal sarcasm or cynicism;
  - (7) Deliberate lack of cooperation without good cause;
  - (8) Deliberate refusal to return phone calls, pages, or other messages concerning patient care or safety;
  - (9) Intentionally condescending language; and
  - (10) Intentionally degrading or demeaning comments regarding patients and their families; nurses, physicians, Hospital personnel and/or the Hospital.
  - (11) Behavior that is perceived as threatening.
  - (12) And other behaviors as deemed inappropriate by the Medical Executive Committee

- (c) Sexual harassment is unwelcome verbal or physical conduct of a sexual or gender-based nature which may include verbal harassment (such as epithets, derogatory comments or slurs), physical harassment (such as unwelcome touching, assault, or interference with movement or work), and visual harassment (such as the display of derogatory cartoons, drawings, or posters). Sexual harassment includes unwelcome advances, requests for sexual favors, and any other verbal, visual, or physical conduct of a sexual nature when (1) submission to or rejection of this conduct by an individual is used as a factor in decisions affecting hiring, evaluation, retention, promotion, or other aspects of employment; or (2) this conduct substantially interferes with the individual's employment or creates and/or perpetuates an intimidating, hostile, or offensive work environment. Sexual harassment also includes conduct which indicates that employment and/or employment benefits are conditioned upon acquiescence in sexual activities.
- (d) Deliberate physical, visual or verbal intimidation or challenge, including disseminating threats or pushing, grabbing or striking another person involved in the Hospital and any other conduct that is unwarranted and is reasonably interpreted to be demeaning or offensive.
- (e) Carrying a gun or other weapon in the Hospital.
- (f) Refusal or failure to comply with these member conduct requirements, the Bylaws or Rules and Regulations of the Medical Staff or departments.

Excerpted from the Bylaws of the Medical Staff  
Adopted December 2017