Problem: Disruptive behavior among healthcare professionals affects patient safety, quality of care and work satisfaction. Disruptive behaviors can be especially become problematic within the complex and often stressful environment within operating suites.

Evidence: Communication among nursing personnel and healthcare providers from a major cancer center -Perioperative Enterprise (POE) has been identified as a problem.

Strategy: In 2006, our academic cancer center reorganized the governance and oversight of our operating rooms under a new POE structure. As part of this reorganization, a multidisciplinary task force implemented a policy detailing unacceptable behaviors within the POE and providing a process to address disruptive behaviors.

Practice Changed: The new Conduct policy provided was presented to all staff within the POE. When individuals do not meet the behavioral expectations identified within the policy, they are immediately counseled by the individual’s immediate supervisor. Repeat violations are escalated to an executive committee for further review.

Evaluation: In order to assess the effectiveness of the new conduct policy in reducing disruptive behaviors a questionnaire from the Institute for Safe Medicine Practice on Workplace Intimidation was administrated to personnel within the POE. Following the conduct policy implementation, the survey identifies frequency of observed physical/verbal intimidation or abuse by surgeons or other providers (anesthesia, management, and other nursing colleagues).

Results: Out of 100 respondents 66 returned the survey. Physical abuse was rarely reported (<1.5 %). Verbal abuse or condescending language was reported by 11% and 21% of respondents when asked to evaluate surgeon behavior and 7% and 9% when asked to describe other health care providers.
**Recommendations:** Results indicate the Conduct policy has been effective in identifying disruptive behavior. Disruptive behaviors still occur but are less frequent than anticipated. Further education will be implemented to facilitate communication between health care providers. Crew Resource Management training, will also be implemented in our POE to address these remaining team communication deficits that may be contributing to disruptive behaviors.

**Bibliography:**


