Rapid Response Team for the Violation of the Code of Professionalism
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Problem: Staff from one of the intensive care unit (ICU) in a quaternary academic medical center reported poor communication, an atmosphere of negativity and blame, and a lack of teamwork in their unit.

Evidence: Eight senior nurses and senior respiratory therapists resigned in one ICU. Speaking to staff revealed disruptive behavior was causing this resignation among staff.

Strategy: Utilize the Code of Professionalism (COP) to provide guidelines and instructions on how to communicate effectively, foster teamwork, identify the characteristics of professional behaviors that are expected from all staff members.

Practice Change: The institution became sensitive toward professional behaviors that need to be adhered to all the time. Word of mouth became a powerful tool after staff were educated regarding this initiative. The staff were assured that the COP would be applied to everyone, consistently, and equitably.

Evaluation: Staff testimonials on a regular basis regarding behavioral change is an inspiration to continue this initiative.

Results: The results indicated that disruptive behavior was the reason staff called the COP and most of the calls were made by registered nurses. The highest categories of violators were physicians. In most cases, the intervention utilized was providing mentoring and coaching.

Recommendations: Get buy in from senior medical and nursing leadership before beginning this initiative.

Lessons Learned: Every referral must be investigated. Maintain confidentiality.