

UCSF Health Affiliate Network Professionalism Policy

I. PURPOSE

To define Unprofessional Behaviors and establish a process by which UCSF Health Affiliate Network will manage reported incidents of Unprofessional Behavior in order to promote UCSF Health Network Providers and team members to work together in a collaborative and productive manner.

II. DEFINITIONS

Incident Report (IR): The IR is a confidential report prepared by Medical Center staff and physicians to document the facts of an incident, provide notice of a potential claim, and to evaluate systems and improve quality of care.

Provider: Any physician or advanced health practitioner (AHP) who is credentialed by the UCSF Office of Medical Affairs and Governance (OMAG) to practice in an Affiliate Network location.

Unprofessional Behaviors which are prohibited include, but are not limited to:

1. Shouting or using abusive language.
2. Use of profanity directed at an individual.
3. Slamming or throwing of objects in the presence of team members, patients or visitors.
4. Physical or verbal intimidation and harassment of others.
5. Communicating in a hostile, condemning, or demeaning manner.
6. Derisive, insulting, or demeaning criticism of performance.
7. Deliberate failure to abide by UCSFH, medical staff, departmental or committee bylaws, policies and procedures, or directives, including refusal to respond to requests of leadership or team members or comply with required duties.
8. Other behavior demonstrating disrespect, intimidation, or disruption to the delivery of quality patient care in an environment free of harassment and violence.
9. Retaliation against any person who addresses or reports unacceptable behavior.
10. Breach of confidentiality of patient health information, HIPAA, and generally accepted principles of medical confidentiality.
11. Intentional and/or repeated failure to comply with evidence-based professional guidelines or standards of care.

Expressing contrary opinions is not disruptive conduct, nor is expressing concern or constructive criticism of existing policies or procedures or questioning potentially unacceptable performance or conditions, if it is done in good faith, in an appropriate time, place and manner, consistent with existing chain of command and policies, and with the aim of improving the environment of care.

III. POLICY

1. All Medical Professionals are expected to treat all persons within the Affiliate Network community in a dignified, professional, collaborative, productive, courteous, and culturally respectful manner. This expectation of respectful communication extends to the treatment by Medical Professionals to all members of the health care team as well as the patients and families with whom they interact. Any failure to treat others with courtesy and respect will be considered Unprofessional Behavior.

2. This policy only refers to Unprofessional Behavior as defined in Section III, Definitions. Measures to address other forms of inappropriate behavior including but not limited to sexual harassment, racial discrimination, and workplace violence, are subject to the applicable policies of UCSFH and will be referred directly to the appropriate medical center and/or medical staff department or committee.
3. When a Medical Professional with membership on the UCSF Medical Staff exhibits Unprofessional Behavior at a UCSF Affiliate location, the concerning behavior is referred directly to the Affiliate Medical Board (AMB). The AMB will determine whether the matter should be referred to the Affiliate Peer Review Committee for review and recommended action

IV. REFERENCES

- California Evidence Code §1156
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- UCSF Medical Staff Bylaws: <https://medicalaffairs.ucsf.edu/governing-documents>
- NCQA and accreditation bodies as applicable
- UCSF Affiliate Network Code of Conduct

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Approved by	Title	Approval date
Shelby Decosta	President, UCSF Health Care Network	April 27, 2023
Sam Hawgood	Chancellor, UCSF	April 28, 2023