Professional Conduct Additional Resources

Toolkit Additional Resources

The **Additional Resources** provided in this toolkit include:

- **Connect & Correct: Tips for Engaging**
  This tipsheet outlines the steps for using the PEARLA technique to Connect with team members and the DESC script to Correct behavior.

- **Cultivating Conflict Competence: A Checklist for Team Leaders**
  This checklist can help you assess your team in 16 factors that contribute to conflict competence.

- **Tips and Tools for Connecting: PEARLA**
  This tool provides additional information on using the PEARLA technique, including how to remain focused in a difficult situation and how to create empathy with a team member who is behaving badly.

- **TeamSTEPPS® Action Planning Guide**
  This guide can help you implement Professional Conduct and other TeamSTEPPS initiatives within your healthcare facility.

**Suggested Reading**

The following articles can be used to augment the materials provided in this toolkit. One or more articles can be assigned as pre-work, follow-up, or optional reading.


- *This article describes how the quality of interprofessional relationships impacted clinical outcomes within the context of complex systems theory.*


- *This study looks at the prevalence of silence and avoidant behavior among critical care clinicians and managers that contributes to patient harm and poor teamwork.*


- *This article presents survey data from clinicians describing the incidence and impact of disruptive behavior and unprofessional conduct on patient care and work environment.*


- This article looks at the actions of expert nurses in five clinical scenarios where conflict with the physician is present and compares their knowledge of best practices for that situation with their real-life response in the presence of conflict or intimidation.

### Additional Evidence-Based Articles and References


Lemieux-Charles, L., McGuire, W.L. What do we know about health care team effectiveness? A review of the literature. *Med Care Res and Rev* 2006;63:263 Available at: [http://mcr.sagepub.com/cgi/content/abstract/63/3/263](http://mcr.sagepub.com/cgi/content/abstract/63/3/263)


Tools


TeamSTEPPS® Pocket Guide. Available at: http://teamstepps.ahrq.gov/index.htm

Sample Disruptive Physician Policies:

Tennessee Medical Foundation:
http://www.e-tmf.org/conduct.php
http://lazoritz.com/samplebehaviorpolicies.html

Position Statements and Standards:

AACN Zero Tolerance for Abuse Policy

AACN Standards for a Healthy Work Environment

ANA code of ethics
http://nursingworld.org/ethics/code/protected_nwcoe813.htm#2.3

Center for American Nurses (CAN): Lateral Violence and Bullying in the Workplace—Position Statement
Online Education

Center for American Nurses - Conflict Engagement for Nurses
http://centerforamericannurses.org/displaycommon.cfm?an=1&subarticlenbr=235#Conflict_Online_Module

Online CME Courses:

Texas Medical Association (TMA) online modules:

TMA Addressing Disruptive Behaviors
http://www.texmed.org/Template.aspx?id=6840

TMA Consequences of Disruptive Behavior
http://www.texmed.org/Template.aspx?id=6839

TMA Psychiatric Illness and Disruptive Behavior in Physicians
http://www.texmed.org/Template.aspx?id=6829

Federation of State Medical Boards:

The 2007 series is titled “An Epidemic of Disruptive Behavior Among Physicians—A Web Conference: Clinical, Legal, and Disciplinary Perspectives.”
http://www.fsmb.org/edusvc_cd.html

Assessment Tools:

AACN Healthy Work Environment Assessment: Online survey tool
http://www.hweteamtool.org/main/index

AHRQ Culture of Safety Survey
http://www.ahrq.gov/qual/patientsafetyculture/hospsurvindex.htm

Center for American Nurses: Online survey tool for assessing staff’s comfort with and desire to learn more about conflict.
http://www.can.affiniscape.com/displaycommon.cfm?an=1&subarticlenbr=234

Conflict Dynamics Profile (CDP), available at: http://www.conflictdynamics.org/cdp/
(Note: You do need to be certified to administer this assessment)


K. Stanley, Examining Lateral Violence in the Nursing Workforce. Issues in Mental Health Nursing, 2007, 28:1247-1265. According to the author January 2010, the tool is being revised and retested to be released for public use. Author contact: karen.stanley1988@comcast.net

Patient Reporting System (PARS): Electronic system for capturing patient concerns regarding clinician behavior and performance
http://www.mc.vanderbilt.edu/centers/cppa/index.html

Reina Trust Institute: Trust Surveys


(Note: You do not need to be certified to administer this assessment)

**Online Videos:**

Bedside Manners: To Explain or Not to Explain
http://www.youtube.com/watch?v=rfrdvvdgyU&feature=related

Nursing: Horizontal (Lateral) Violence Scenarios
- Bullying, Retaliation, Exclusion
http://www.youtube.com/watch?v=mBCRBaLHR1k&feature=PlayList&p=2643A7B123CC8F01&index=2