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Human Resources

Workplace Conduct
Fitness for Duty
Violence in the Workplace
Harassment
Drug Diversion

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At the conclusion of this module you will be able to:

1. Explain our Workplace Conduct policy
2. Define harassment
3. Summarize appropriate responses to violence in the workplace
4. Describe what Fitness for Duty means
5. Explain what signs of drug diversion are
6. List what steps to take if you suspect drug diversion is occurring

Workplace Conduct

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Catholic Medical Center is led by our core values of compassion, human dignity, respect, excellence and patient centered care.

We pride ourselves on the great culture we have and enjoy, so, we all must do our part to in order to maintain it

Workplace Conduct

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Any employee who observes language or conduct in violation of this policy should report the incident immediately to his or her manager or report it directly to the Vice President or Director of Human Resources.

Examples of such conduct include verbal threats, taunting, bullying, aggression, intimidating acts, gestures, invasion of privacy, destruction of property, stalking, and otherwise displaying signs of hostility towards another.

Prohibited conduct also includes more subtle behaviors such as gossip, undermining another's authority or professionalism and other discourteous and unprofessional conduct.

Medical Treatment During Work Hours

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- At no time, should any treatment be rendered, or requested by an employee, for anyone that is not registered as a patient at the time of service.
- Employees feeling ill while at work ***must communicate to their supervisor and seek treatment as a patient*** from either their Primary Care physician, Employee Health or the Emergency Department.

Harassment in the Workplace

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All of our employees have the right to a work environment free from all forms of unlawful discrimination and harassment. CMC ***will not tolerate*** harassment of any employee, patient, visitor, vendor, or a third party on any legally protected basis

A Respectful Workplace is a place where…

All employees are treated fairly, difference is acknowledged and valued, communication is open and civil, conflict is addressed early and there is a culture of empowerment and cooperation.

Definition of Harassment Under the Law:

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1. Offensive or inappropriate conduct (may be verbal, physical, or visual) to a reasonable person; **and**
2. Based on a protected characteristic; and
3. Unwelcome; **and**
4. Severe or pervasive
5. Unlawful ***sexual harassment*** differs only in that it must be based on the protected characteristic of sex

Protected Characteristics

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- Race
- Color
- National Origin
- Ancestry
- Religious Creed
- Disability
- Mental Illness
- Age
- Sex/Pregnancy
- Sexual Orientation
- Gender Identity/Gender Expression (state law)
- Genetics
- Veteran/Military Status
- Citizenship
- Engaging in a Protected Activity

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Categories of Sex Harassment

Quid Pro Quo:

- Occurs when employment decisions are based on submission to or rejection of sexual advances, requests for sexual favors, or other behavior of a sexual nature
- Involves tangible actions that adversely affect the conditions of work
- Supervisor to subordinate
  - e.g. sleep with me or you're fired

Hostile work environment:

- Occurs when unwelcome comments or conduct based on a protected characteristic unreasonably interferes with an employee's work performance or creates an intimidating, hostile, or offensive work environment

Where and Who

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Where harassment can happen:

- At the workplace
- Off-premises at a company sponsored event
- Off-premises at private sites (e.g., after work drinks)
- On social media

Who can be a harasser:

- Executives, managers, supervisors, co-workers, etc.
- Anyone an employee may come into contact with while performing his/her job (e.g. passengers, independent contractors, vendors, general public, employees of a different company, etc.)
- May be male or female
- May be of the same protected class as the victim

Duty to Report

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- Each person in the organization *has a duty to report* if they witness harassment or perceived harassment
- Report either directly to your manager or to Human Resources

Violence in the Workplace

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- The threat of violence is an important safety issue in healthcare settings. Early recognition of potential violence is the key to prevention.
- Other indicators of potential violence include intoxication, shouting, speaking in a demanding tone, and swearing.
- Statements that reflect confusion, fear, altered states of consciousness or paranoid thinking are signs to impending loss of control.

Responding to Violence

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- The FIRST type of intervention used to control violence is usually verbal de-escalation. If this does not work;
- Call 2111:
    - CODE GREY = SECURITY STAT for escalating situation
    - CODE SILVER = WEAPONS ALERT
- Make sure potential weapons are out of reach.
- Never turn your back on someone in an escalated state
- Do not let him/her get between you and the way out of the room and maintain an exit strategy.
- Posture and body language should be open and non-confrontational.
- Express your concern in a supportive way
- Keep your tone of voice low and calm.

Fitness for Duty

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Fitness for duty means that all employees, physicians, providers, allied health professionals, volunteers, and third party vendors **arrive at CMC in a condition that is fit for duty and free from the influence of alcohol and/or illicit drugs**

- If you suspect someone is unfit for duty, report this to your immediate manager, shift supervisor, or Human Resources

- The steps and responsibilities for implementing Fitness for Duty assessments is outlined in Human Resources Policy HR312 – Fitness for Duty found on the Human Resources department Intranet page

Fitness for Duty

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- If you feel for any reason that you are not fit for duty, you should disclose this prior to the beginning of your shift to your immediate manager
- Staff members who are taking prescribed medication or other drugs that could affect their ability to safely perform their job functions, should discuss this confidentially with Employee Health, Human Resources or their supervisor so the situation can be assessed prior to beginning a shift
- Violation of this policy can result in disciplinary action up to termination

What is Drug Diversion?

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- The Uniform Controlled Substances Act of 1994 defines "diversion" as "the **transfer of a controlled substance from a lawful to an unlawful channel** of distribution or use".
- Within the healthcare environment of CMC, drug diversion is defined more broadly to include the **intentional use or taking possession of a medication or medical gas without proper authorization** from CMC supplies, CMC patients, through the use of CMC prescriptions, or ordering or dispensing systems.

The full Drug Diversion Prevention, Detection, and Response Policy can be found on Policy Stat. The policy defines the process for prevention, identification, investigation, intervention and reporting or suspected or confirmed Drug Diversion by any individual on CMC property.

Examples of Drug Diversion include, but are not limited to:

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- Medication theft;
- Using or taking possession of a medication without a valid order or prescription;
- Forging or inappropriately modifying a prescription;
- Using or taking possession of medication waste, i.e. left over medication; for example, removing used syringes or vials from a sharps safety container.

Signs of Possible Diversion include, but are not limited to, the following:

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- Discovery of an unsecured controlled substance on CMC premises;
- Unknown or unidentified substances are found;
- Any drug administration supplies (could include IV tubing, IV bags, syringes, carpujects, or other items used to administer drugs) are found unsecured on CMC premises;
- Behaviors that may indicate an impaired individual could include long or unexplained trips to the bathroom or stockroom where drugs are kept, confusion, memory loss, difficulty concentrating or completing ordinary tasks, sloppy recordkeeping, deteriorating handwriting or charting, personality changes such as anxiety, paranoia, lack of impulse control, mood swings, anger, irritability or hostility, or physical signs such as constricted pupils, itching/scratching, sweating, chills, runny nose, vomiting/diarrhea, anorexia, or needle tracks/wearing long sleeves when inappropriate
- Patterns of incomplete, inconsistent or incomplete documentation

How CMC Prevents Drug Diversion

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- Electronic ordering by pharmacy for Controlled Substances
- Pharmacy ordering personnel different from receiving personnel
- Computerized record keeping
- Lockboxes on all controlled substance PCA and Drips
- Controlled substance storage in Pyxis whenever possible
- Properly documented and witnessed waste of all controlled substances
- Computerized Physician Order Entry (CPOE)
- *For the full list of prevention and identification strategies see the full policy in Policy Stat*

If You Suspect Possible Diversion:

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- You are required to report immediately any known or suspected incidents of Drug Diversion of employees, other workforce members, patients, and visitors to your manager/supervisor or any member of the Drug Diversion Response Team (identified in Drug Diversion policy located on Policy Stat)

- All employees have an obligation to cooperate fully with any CMC investigation into suspected Drug Diversion. Any employee who does not cooperate fully may be disciplined up to termination

- Keep in mind drug diversion has serious impacts on patient care, safety and wellbeing of employees

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Thank you