

ISMP Survey on Disrespectful Behavior in Healthcare

Please take a few minutes to tell us about your experiences with disrespectful behavior in your workplace. For the purposes of this survey, disrespectful behaviors are defined as: any overt or covert interaction (or lack of interaction) between healthcare professionals that may result in either an intended or unintended reluctance to speak up about concerns, question patient care, or share an opinion on a subject. Examples can be found in Table 1 in the June 27, 2013, article on the subject. Please submit your responses to ISMP by **August 30, 2013**, by visiting: www.surveymonkey.com/s/disrespect.

1 Please tell us how frequently in the past year you've encountered disrespectful behaviors. In the last three columns, please select the three most frequent behaviors encountered in the past year.

Key: Often = more than 10 times this year; Sometimes = 3-10 times this year; Rarely = 1-2 times this year; Never = no occurrences.

Disrespectful Behaviors	By Physicians/Prescribers				By Others (e.g., pharmacist, nurse, supervisor)				Three Most Frequent Behaviors		
	Often	Sometimes	Rarely	Never	Often	Sometimes	Rarely	Never	#1	#2	#3
a. Reluctance/refusal to answer questions, return calls											
b. Impatience with questions, hanging up the phone											
c. Yelling, cursing, outbursts, verbal threats											
d. Report you to your manager (actual or threat)											
e. Physical abuse/assault											
f. Condescending or demeaning comments, insults											
g. Constant nitpicking/faultfinding											
h. Inappropriate joking											
i. Shaming, humiliation, or spreading malicious rumors											
j. Throwing objects											
k. Insulted/slighted due to race/religion/gender/appearance											
l. Negative comments about colleagues/leaders											
m. Reluctance to follow safety practices/work collaboratively											
n. Other: (describe)											

2 If you answered "Sometimes" or "Often" to any item in Question 1, how many different individuals committed the disrespectful behaviors? 1-2 3-5 More than 5

3 Please tell us how frequently in the past year you've experienced the following potential effects of disrespectful behavior.

Key: Often = more than 10 times this year; Sometimes = 3-10 times this year; Rarely = 1-2 times this year; Never = no occurrences.

Potential Effects of Disrespectful Behavior	Often	Sometimes	Rarely	Never
a. Despite concern (even vague), I've assumed that a medication order is safe rather than interact with a particular prescriber.				
b. Despite concern (even vague), I've assumed that a medication order is safe because of the stellar reputation of the prescriber.				
c. I've asked colleagues to help interpret an order or validate its safety so that I did not have to interact with a particular prescriber.				
d. I've asked another professional to talk to a particularly disrespectful prescriber about the safety of an order.				
e. I've asked/suggested/allowed a physician to give a medication himself despite concerns (even if vague) about its safety.				
f. I've felt pressured to accept an order, dispense a product, or administer a drug despite concerns (even vague) about its safety.				

4 Please respond "Yes" or "No" (or "Don't Know") to the following statements related to disrespectful behavior in the workplace.

Statements	Yes	No	Don't Know
a. Past experiences with disrespectful behavior have altered the way I handle order clarification or questions about medication orders.			
b. My organization has clearly defined an effective process for handling disagreements with the safety of an order.			
c. The process for handling clinical disagreements allows me to bypass a typical chain of command.			
d. My organization has held educational programs in the past year to help address and reduce disrespectful behaviors.			
e. My organization deals effectively with disrespectful behavior.			
f. My organization/manager would support me if I reported disrespectful behavior by another professional.			
g. I am aware of a medication error in the past year where disrespectful behavior played a role (briefly describe).			

5 Please select the categories that best describes you.

- a. **Practitioner type:** Physician Pharmacist Pharmacy Technician Registered Nurse Practical Nurse Quality/Risk Other
- b. **Position type:** Staff Level Manager/Director Administration Attending Resident/Fellow Student Other
- c. **Total years of experience:** Less than 2 years 2-5 years 6-10 years More than 10 years
- d. **Gender:** Female Male