

# ISMP Survey on Disrespectful Behavior in Healthcare

Please tell us about your experiences with disrespectful behavior in your workplace. For the purposes of this survey, disrespectful behavior is 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** on page 2. We estimate that it will take you 15 minutes to complete the survey. Please submit your responses by **October 29, 2021**, by visiting: [www.ismp.org/ext/761](http://www.ismp.org/ext/761).

**1 Please tell us if you have experienced, witnessed, or are aware of disrespectful behavior(s) (in person or via remote work) in the past year.** (Check all that apply)

- Yes, I have personally experienced disrespectful behavior(s), individually or as a group
- Yes, I have personally witnessed disrespectful behavior(s) experienced by others
- Yes, I am aware of (but have not personally witnessed) disrespectful behavior(s) experienced by others
- No, I have not experienced, witnessed, or are aware of disrespectful behavior(s) (Please skip to question #5)

**2 Please tell us how frequently in the past year you've experienced or witnessed the following disrespectful behavior(s). Also tell us the gender and rank of the offender(s) exhibiting the behavior(s) compared to the person(s) targeted.** Key: Often = more than 10 times; Sometimes = 3-10 times; Rarely = 1-2 times; Never = no occurrences.

Disrespectful Behavior	Frequency								About the Offender(s) (Check all that apply)				
	Experienced				Witnessed				Gender			Rank	
	Often	Sometimes	Rarely	Never	Often	Sometimes	Rarely	Never	Male	Female	Non-binary	Higher than Target	Equal/Below Target
Reluctant/refuse to answer questions, return calls													
Impatience with questions, interruptions													
Yelling, cursing, outbursts, verbal threats													
Report you to your manager (threat/actual)													
Physical abuse/assault													
Condescending/demeaning comments, insults													
Constant nitpicking/faultfinding													
Shaming, spreading malicious rumors													
Throwing objects													
Insulted due to race/religion/gender/appearance													
Negative comments about colleagues/leaders													
No teamwork/reluctant to follow safety practices													
Disrespect during virtual meetings, email, online													
Other (please specify):													

**3 If you answered "Sometimes" or "Often" to experiencing or witnessing at least one behavior listed in Question 2:**

a. How many different individuals committed the disrespectful behavior(s)?  1-2  3-5  More than 5

b. Please select the three most frequent behaviors (from the table above) encountered in the past year: \_\_\_\_\_

**4 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; Sometimes = 3-10 times; Rarely = 1-2 times; Never = no occurrences.

Potential Effect of Disrespectful Behavior	Often	Sometimes	Rarely	Never
Despite concern (even vague), I've assumed that a medication order is safe rather than interact with a particular prescriber.				
Despite concern (even vague), I've assumed that a medication order is safe because of the stellar reputation of the prescriber.				
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.				
I've asked another professional to talk to a particularly disrespectful prescriber about the safety of an order.				
I've felt pressured to accept an order, dispense a product, or administer a drug despite concerns (even vague) about its safety.				

**5 Please answer "Yes," "No," or "Don't Know" to the following statements related to disrespectful behavior in the workplace.**

Statement	Yes	No	Don't Know
In the past year, prior experiences with disrespectful behavior have altered the way I handle questions about medication orders.			
My organization has clearly defined an effective process for handling disagreements with the safety of an order.			
The process for handling clinical disagreements allows me to bypass a typical chain of command if necessary.			
My organization deals effectively with disrespectful behavior.			
My organization/manager would support me if I reported disrespectful behavior by another professional.			
The coronavirus disease 2019 (COVID-19) pandemic has contributed to an increase in disrespectful behavior toward one another.			
I am aware of a medication error in the past year where disrespectful behavior played a role (briefly describe).			

**6 Please select the categories that best describes you.**

- Practitioner type:**  Physician  Pharmacist  Pharmacy technician  Nurse  Quality/Risk/Safety  Other
- Position type:**  Staff  Manager/Director  Administration  Physician/Resident/Fellow  Student  Other
- Total years of experience:**  Less than 2 years  2-5 years  6-10 years  More than 10 years
- Location of work:**  Facility wide  Pharmacy  Critical care  General  Emergency department  Perioperative  Behavioral health  Other