OU Medicine | **Leading Health Care**

CONTINUOUS READINESS GUIDEBOOK 2020

EMPLOYEE NAME: _____

DEPARTMENT/UNIT: _____

CONTENTS

MEDICAL STAFF (MS)

Medical Staff/Credentialing

The Executive Chief of Staff and the Medical Staff Services/ Credentialing Department establish a master file of practitioners and their privileges.

Practitioner privileges can be accessed by the nursing staff in the E-Priv and I-Priv Systems.

It is imperative that you review **both** systems in order to ensure the practitioner has been credentialed to work.

If you have questions regarding a practitioner's medical staff membership and privileges, contact Medical Staff/Credentialing Services at 271-3741.

Impaired and/or Disruptive Practitioner

OU Medicine will provide assistance to practitioners seeking self-referral, identify impaired practitioners, investigate reports of suspected impairment, refer practitioners for diagnosis, treatment and rehabilitation when warranted, investigate reports of uncooperative and disruptive behavior, track and monitor disruptive incidents, and educate practitioners on the prevention of impairment and disruptive behavior.

Impairment includes any physical, psychiatric, emotional or behavioral disorder that interferes with the practitioner's ability to engage safely in professional activities.

Disruptive Behavior interferes with the regular operations of the hospital. It may consist of one incident, a series of incidents or a pattern of behavior.

Examples include, but are not limited to:

- Physical attacks on patients, visitors, employees or other practitioners
- Inappropriate physical contact which is threatening, intimidating or unwanted.
- Verbal attacks on patients, visitors, employees or other practitioners, including non-constructive criticism which intimidates, demeans, undermines confidence or belittles
- Use of profanity, gestures, or language with inappropriate overtones.
- Refusal to provide care to certain patients or to accept assignments or responsibilities when under an obligation to do so.
- Impertinent or inappropriate entries in the medical record that may impugn quality of care or attacking particular practitioners, nurses, or hospital policies.

Reporting: Provider Actively Providing Patient Care – In instances when any employee, practitioner or Human Resources Department (HRD)personnel suspects that a practitioner may be impaired while actively providing patient care, that employee, practitioner or HRD person should contact the Departmental Director, Medical Director or Chief Medical Officer immediately and should provide a verbal report as to the nature of the concern.

Policy:
OUM Policy MSS.010: Impaired Practitioner
OUM Policy MSS.007: Disruptive Practitioner