

Operational Policy Agenda 7/15/26

Title	Area	Summary of Changes	Revised?
Policy for Appropriate Workplace Behavior	Lab	No Comment Provided	Unchanged



Origination	04/2009
Last Approved	N/A
Effective	Upon Approval
Last Revised	04/2009
Next Review	2 years after approval

Owner	Shweta Das: Pathologist Exempt
Area	Lab
Applicability	CCRMC, Health Centers & Detention

Policy for Appropriate Workplace Behavior

POLICY STATEMENT:

PURPOSE:

To fulfill Contra Costa Health Services' commitment to Service Excellence and to ensure optimum patient care by promoting a safe, cooperative, and professional healthcare environment, and to prevent or eliminate conduct that:

- A. Disrupts the operation of the hospital and clinics.
- B. Affects the ability of others to do their jobs.
- C. Interferes with an individual's ability to practice competently; or
- D. Adversely affects or impacts the community's confidence in the hospital's ability to provide quality patient care.
- E. To curtail behavior that directly or indirectly affects the safety and quality of care for patients.

POLICY:

CCHS defines Service Excellence to be providing high quality services with respect and responsiveness for all to meet the CCHS mission. The goal of Service Excellence is positive outcomes for all who use our programs. It is the policy of Contra Costa Regional Medical Center/Health Centers to treat all individuals within its facilities with courtesy, respect, and dignity (**see attached code of conduct**). Contra Costa Regional Medical Center/Health Centers requires that all individuals, including employees, physicians, contractors, agency personnel and other independent practitioners, conduct themselves in a professional and cooperative manner in the hospital and clinics. Contra Costa Regional Medical Center/

Health Centers Administration expects management to address disruptive behavior swiftly and effectively by employees.

- A. Unacceptable employee behavior may include, but is not limited to:
 - 1. Actions that are reasonably felt by others to represent intimidation.
 - 2. Attacks, verbal or physical, leveled on staff, hospital & health center patients/clients or patients' families.
 - 3. Actions/comments leveled at a patient/client in such a way that it intimidates, undermines confidence, belittles, or implies stupidity or incompetence.
 - 4. Actions/comments leveled at staff in front of others while in the workplace or in front of patients/clients.
 - 5. Impertinent and inappropriate comments or illustrations made in patient medical records or other official documents that impugn the quality of care in the hospital & clinics or attacks particular physicians, nurses, other support staff, or hospital policies.
 - 6. Use of abusive or foul language.
 - 7. Shouting, rudeness, or sarcasm.
 - 8. Behavior making or threatening reprisals for reporting disruptive behavior.

GUIDELINES:

AUTHORITY/RESPONSIBILITY:

Contra Costa Health Services Personnel Officer or Designee

PROCEDURE:

Any employee, manager, physician, allied health practitioner, patient, or visitor may report conduct that they deem inappropriate or disruptive.

- A. All Employees
 - 1. Must report inappropriate workplace behavior to your immediate supervisor, giving the date, time, and detailed description of the incident, including any persons that may have witnessed such behavior.
 - 2. Will receive a copy of this policy at their annual evaluation.
 - 3. May call the Employee Assistance Program to help in instituting a plan to manage your stress and promote your personal well-being in order to avoid engaging in inappropriate workplace behavior. Call (925) 930-3661 for an appointment.
- B. Managers/Supervisors
 - 1. Will investigate reports of inappropriate workplace behavior in a timely manner.
 - 2. Contact Health Services Personnel for assistance in determining the appropriate action.
 - 3. Follow-up findings and actions with the Professional Affairs Committee

AUTHORITIY/RESPONSIBILITY:

Contra Costa Regional Medical Center/Health Centers Administration
Manager/Supervisor Staff
Health Services Personnel Officer and Analyst Staff.

RELATED LINKS:

Coworker Code of Professional Conduct

REFERENCES:

- A. The Joint Commission Accreditation of Healthcare Organizations, Standard LD.03.01.01 2009
- B. HSD Service Excellence Policy #117-A
- C. HSD Violence in the Workplace Policy #223-PM
- D. County Anti-Harassment Policy
- E. Memorandum of Understanding with PEU Local 1; CNA; AFSCME Local 2700 and 512; SEIU 1021 and PDOCC

APPROVALS:

Assistant Laboratory Manager:

Laboratory Manager:

Laboratory & Pathology Medical Director:

Approval Signatures

Step Description	Approver	Date
Joint Conference Committee	John Gioia: Board of Supervisor	Pending
CCRMC Chiefs	David Culberson: CCRMC Chief Executive Officer	06/2026
	Shweta Das: Pathologist Exempt	06/2026

Applicability

CCRMC, Health Centers & Detention

Standards

No standards are associated with this document