

Database

Entry Date	2023-07-09
Source	Hickson GB, Pichert JW, Webb LE, Gabbe SG. A complementary approach to promoting professionalism: identifying, measuring, and addressing unprofessional behaviors. Academic Medicine. 2007;82(11):1040.
Link	Link
Source Type	Empirical study
Domain	Individuals
Subdomain1	Doctors
Subdomain2	Behaviour - aberrant
Key Points	A comprehensive and well validated model for addressing disruptive behaviour in medical staff. It uses specific training for staff delivering a program with a 4 four level graduated intervention : 1 informal conversations for single incidents,2 non-punitive “awareness” interventions when data reveal patterns, 3 leader-developed action plans if patterns persist, and imposition of disciplinary processes if all else fails
Citns	413