

## Professionalism: a necessary ingredient in a culture of safety.

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Dupree E, Anderson R, McEvoy MD, et al. Professionalism: a necessary ingredient in a culture of safety. Jt Comm J Qual Patient Saf. 2011;37(10):447-55.

<https://psnet.ahrq.gov/issue/professionalism-necessary-ingredient-culture-safety>

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[Disruptive and unprofessional behavior](#) that goes unaddressed poses a threat to patient safety by hampering development of a [culture of safety](#). This study reports on how one academic hospital addressed this issue by developing a multidisciplinary code of professionalism accompanied by a dedicated hotline for [reporting](#) unprofessional behavior. All reported incidents resulted in a combination of feedback, coaching, or disciplinary action for involved providers. Introduction of the code and the reporting system was associated with a significant improvement in teamwork and communication, as measured by the AHRQ [Hospital Survey on Patient Safety Culture](#). This study provides an approach for health care organizations to address the disturbingly common problem of disrespectful and hostile behavior in the workplace. Other approaches are outlined in a [PSNet perspective](#).