

Perspective: a culture of respect—part 1 and part 2.

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Leape LL, Shore MF, Dienstag JL, et al. Acad Med. 2012;87(7):845-858.

<https://psnet.ahrq.gov/issue/perspective-culture-respect-part-1-and-part-2>

Overtly [disruptive behavior](#) by physicians is disturbingly common and can have profound [negative effects](#) on other health care workers. This two-part commentary by safety expert [Dr. Lucian Leape](#) issues a challenge to health care organizations to eliminate disruptive behavior, identifying it as a symptom of a pervasive culture of disrespect in health care. The first part of the commentary identifies six types of disrespectful behavior, ranging from outright abuse to more subtle forms such as [opposing quality improvement efforts](#), and explores the role health care system factors play in fostering such behavior. The second part discusses the role a culture of respect plays in developing high-reliability organizations and identifies specific [strategies](#) organizations can use to address disruptive and disrespectful behaviors. The chilling effect of disrespectful behavior, and how an organization responded, is discussed in an AHRQ WebM&M [commentary](#).