



# Case Study

Acute Care Facility: Disruptive Surgeon Behavior



“Code of Conduct” agreements are increasingly being signed as a condition of surgeon privileging. Unacceptable behavior should no longer be tolerated.

**CLIENT:** Acute Care Facility, Perioperative Services

**ENGAGEMENT:** Onsite Consultation

**PURPOSE OF THE CONSULTATION:** AORN Works, Inc. was engaged to conduct an operational assessment including an evaluation of interdisciplinary communication.

**PROCESS:** Consultants conducted an assessment that included operational effectiveness, staff competency, instrument processing activities, interdisciplinary relationships and overall culture.

**RECOMMENDATIONS:**

1. Administrative action pertaining to disruptive physician behavior.
2. Establishment of expectations and goals for nursing leadership, including an action plan for each level.
3. Creation of a plan for remedial staff education related to competency deficits and non-compliance with acceptable clinical practice.
4. Modification of instrument processing area in order to be consistent with infection control guidelines.



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