Open School

Video Activity: Disruptive Behavior: The Controlling Boss

(http://www.ihi.org/education/IHIOpenSchool/resources/Pages/Activities/DisruptiveBehaviorPart2
TheControllingBoss.aspx)

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Facilitator Instructions:

- Review the learning objectives and description with your group.

- Watch the Kevin Stewart's video (2 min 36 sec), available on the Web page for this activity.

- As a group, discuss your reactions to the video, using the discussion questions as a guide

Learning Objectives

At the end of this activity, you will be able to:

- Describe how disruptive behavior can lead to patient harm.

- Discuss the importance of responding to disruptive behavior in health care.

- Determine the steps you would take if you experienced or witnessed disruptive behavior in
  your local health care setting.

Description

Physician Kevin Stewart explains how he accidentally hurt a patient when he was trying to avoid a
confrontation with his foul-tempered supervisor. He then offers advice for people who find
themselves on the receiving end of disrespectful behavior.

Related IHI Open School Online Courses

- PS 106: Introduction to the Culture of Safety
- PS 100: Introduction to Patient Safety
- PS 102: Human Factors and Safety

Key Topics

Patient safety, workforce satisfaction and retention, communication, teamwork, adverse event, and culture of safety.

Discussion Questions

1. Why do you think health care professionals may behave disrespectfully toward their colleagues?

2. Come up with two ideas for how to eliminate disruptive behavior.

3. Have you ever had a controlling boss? How did you deal with it?

4. Pretend you are a resident in a local hospital and you witness a senior physician yelling at a nurse. What steps would you take to address the situation?