

## POLICY

### DISCIPLINARY MEASURES

6003

Bullhook Community Health Center, Inc. intends to provide fair and equitable rules that support a productive and positive working environment for its employees.

Work rules are intended to be reasonable and fair, and must be administered consistently and uniformly for all employees. When an employee does not adhere to the policies, the following disciplinary procedures are available to the supervisor. The procedure should be carried out in such a way that does not undermine the employee's self-respect. Employees are expected to be familiar with this policy.

Outlined below is a general guideline to follow. However, depending on the seriousness of policy infringement or actions of the employee, the supervisor may skip a step or repeat a step; or in some cases as described, immediately implement a disciplinary layoff or probation, or, termination.

#### **Disciplinary Actions:**

The supervisor of the Staff being disciplined shall determine the type of disciplinary action to be taken. In determining what discipline is appropriate, the Staff member's supervisor will consider whether the individual voluntarily reported the issue and fully cooperated in any investigation and review and other mitigating or aggravating circumstances. The Staff member's supervisor may confer with the HR Director, the CEO, other members of senior management, and/or qualified legal counsel to determine what disciplinary action should be taken. BCHC shall endeavor to apply consistently BCHC standards for imposition of disciplinary action set forth in this Policy and Procedure.

In order of increasing severity, disciplinary actions that may be taken include, but are not limited to:

- **Verbal Warning**  
Where appropriate, Staff whose performance or conduct is unacceptable will be warned by their supervisor, or another member of BCHC's senior management. A notice of the warning will be placed in the Staff member's personnel file but will generally be removed after 12 months if the misconduct does not recur or the performance deficiencies are corrected.
- **Written Warning**  
In some circumstances, a written reprimand that describes a Staff member's unacceptable conduct or performance and specific, necessary improvements, will be given to a Staff member. A copy of the warning will be retained in the Staff member's

personnel file.

- **Suspension**

In those cases where a Staff member's conduct poses an immediate threat to BCHC's operations, property, patients and staff, the CEO or another member of BCHC's senior management may impose an immediate suspension with or without pay. In such cases, the suspension will be confirmed in writing. The written notification of suspension will include the effective date and time of suspension and the reason the action was taken.

- **Termination**

Offenses that warrant such termination include:

- Any violation of the Standard of Conduct, the Employee Handbook, or any other BCHC policy and procedure
- Committing intentional violations of local, state and Federal laws or regulations governing coding and billing procedures and practices at BCHC
- Taking retaliatory actions against Staff for reporting a compliance question, issue or matter to the Compliance Officer
- Presenting false or misleading information or data during the course of an audit or investigation conducted by Compliance officer or by a government agency

### **Reasons for Immediate Dismissal**

(After proper investigation of pertinent facts the following examples include but are not limited to:)

- 1. Any conduct on clinic property that violates any provision of the Montana Criminal Code, whether or not the conduct is reported to law enforcement or any criminal charges are filed or prosecuted.
- 2. Willful actions unsafe to self or others
- 3. Unauthorized use of drugs or alcohol on duty; working under the influence of unauthorized drugs or alcohol
- 4. Sexual abuse and/or harassment. (If you feel you are being sexually abused and/or harassed, contact the Executive Director.)
- 5. Inconsiderate treatment - neglect or abuse of patients, visitors or fellow workers
- 6. Willful abuse or destruction of Bullhook Community Health Center, Inc. property
- 7. Discussing confidential information with unauthorized personnel or other violations of Bullhook Community Health Center, Inc.'s policy on confidentiality
- 8. If a physician recommends that an employee receive a leave of absence for treatment or rest and the employee refuses, this would be cause for immediate dismissal.
- 9. Unauthorized altering of a time card
- 10. Altering patient records
- 11. Within 6 Month Probationary period

## **Misconduct**

Employees will demonstrate professionalism in their conduct, dress, and communication with management, colleagues, patients, and others who visit Bullhook Community Health Center. Conduct that is unprofessional (defined, below) will subject an employee to discipline, up to and including termination.

The following is meant to provide a guideline for employees; it is not meant to be a comprehensive list. A manager may determine that conduct not defined herein qualifies as misconduct, and an employee may be disciplined, up to and including termination.

**Violence** - violence of any kind, including the use of or the threat of the use of force, will not be tolerated; this includes both verbal and physical conduct;

**Other Criminal Conduct** - this includes misappropriation of information available to an employee through his or her employment with Bullhook Community Health Center; any felony (specifically fraud, theft, or violent felonies);

**Insubordination** - this includes refusing to follow a legal, reasonable request made by a manager, within an employee's job description; using disrespectful language when speaking to or about a manager; refusing to respond to a manager's inquiry; a non-manager issuing an order to a superior employee; failure to use respectful language and/or demeanor when communicating with a superior; failure to inform managers of any information relevant to an employee's ability or inability to perform;

**Failure to Adhere to Job Objectives** - this includes failure to complete mandated tasks; failure to arrive at work promptly (unless a manager has been timely notified); failure to notify a manager that an employee is unable to complete a task due to a conflict; inability to perform job objectives due to intoxication, lack of preparation, or another inexcusable circumstance (this does not include any physical inability to perform a job objective due to a recognized disability);

**Inappropriate Communication** - this includes a non-manager issuing an order to another employee (in a lateral or superior position); yelling or raising one's voice to any other person; using unprofessional verbal or nonverbal language or conduct when communicating with any person while on Bullhook Community Health Center property and engaged in Bullhook Community Health Center business; refusing to respond to questions put forth by a manager; refusing to respond to patients' questions or concerns (where reasonable and within an employee's job objective); generating or repeating false statements of fact about other persons (staff, managers, patients, or other persons visiting Bullhook Community Health Center); repeating confidential information (patient information as well as information a manager prohibits an employee from repeating); refusing to use respectful language when communicating with any persons while working for Bullhook Community Health Center (including colleagues, managers, patients, vendors, and others visiting Bullhook Community Health Center); failure to inform managers of any information relevant to an employee's ability or inability to perform;

**Non-compliance** - this includes refusing to participate in programs mandated by the federal or state governments or Bullhook Community Health Center;

**Misrepresentation** - this includes making false statements of fact to Bullhook Community Health Center regarding an employee's education, experience or other relevant information;

**Unprofessional Conduct** - this includes all categories defined above, as well as inappropriate attire (as defined in the "Dress Code" section of this manual); or any conduct that reflects poorly on the employee and/or Bullhook Community Health Center;

**Reporting Misconduct** - every employee is required to report another employee's misconduct to their supervisor, unless the supervisor was present when misconduct occurred.

  
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CHIEF EXECUTIVE OFFICER

Date: 7-26-16

  
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CHAIR, BOARD OF DIRECTORS

Date: 7-26-16

Date first adopted	01/15/2008
Date Revised/QI Board approval	
New date adopted/Board of Directors approval	01/15/2008, 07/11/2016