

Preface

Disruptive provider behavior is perhaps one of the most complicated areas of medical practice management and hospital administration. The scope of research into this topic has expanded considerably to involve all members of the health-care team, including providers and administrators. The analysis has begun to focus on patient care and quality of life in the health-care workplace, rather than just the effects on an individual or group. As such, approaches toward intervention have shifted from corrective actions targeting the individual to education and proactive intervention that strives to improve the overall system.

This book addresses the theory of disruptive behavior theory, how this behavior is experienced, at-risk groups and situations, regulatory influence, and strategies directed at intervention and improvement. Finally, a set of illustrative case scenarios, including situational analysis and action plans, is presented.

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