

## Action Plan for Maintaining Professional Boundaries

Category	Violations	Action Plan
<p><b>Physical Abuse</b></p> <p><i>The misuse of power by the clinician that causes physical harm to the patient/caregiver</i></p>	<ul style="list-style-type: none"> <li>• Physical assault, including hitting, slapping, pushing, shaking or using other force on the patient or caregiver</li> <li>• Handling the patient in a rough manner</li> <li>• Inappropriate use of restraints</li> <li>• Intentional withholding of medical treatment / medications</li> <li>• Administering medications or treatments that are intended to cause harm to the patient</li> </ul>	<ul style="list-style-type: none"> <li>• Assure patient safety and reassign clinician</li> <li>• Disciplinary action per agency protocol</li> <li>• Report to law enforcement per agency protocol</li> <li>• Report to licensure body per agency protocol</li> <li>• Probable loss of professional license</li> </ul>
<p><b>Verbal Abuse</b></p> <p><i>The misuse of power by the clinician that causes emotional or spiritual harm to the patient/caregiver</i></p>	<ul style="list-style-type: none"> <li>• Teasing, swearing or harassing the patient or caregiver</li> <li>• Cultural slurs</li> <li>• Inappropriate gestures</li> <li>• Intimidation, coercion or retaliation</li> <li>• Inappropriate tone of voice (e.g., impatience, sarcasm, chastising)</li> <li>• Addressing a patient unprofessionally, like “sweetheart,” “honey,” or “baby”</li> </ul>	<ul style="list-style-type: none"> <li>• Assure patient safety and reassign clinician</li> <li>• Disciplinary action per agency protocol</li> <li>• Report to law enforcement per agency protocol</li> <li>• Report to licensure body per agency protocol</li> <li>• Possible loss of professional license</li> <li>• Develop and strengthen communication skills</li> </ul>

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<p><b>Financial Abuse</b></p> <p><i>Actions taken with or without informed consent that result in monetary, personal, or material benefit to the clinician or loss to the patient/caregiver.</i></p>	<ul style="list-style-type: none"> <li>• Theft</li> <li>• Inappropriate acceptance of gifts</li> <li>• Selling items to the patient or caregiver</li> <li>• Offering financial advice or making financial decisions for the patient or caregiver</li> </ul>	<ul style="list-style-type: none"> <li>• Assure patient safety and reassign clinician</li> <li>• Disciplinary action per agency protocol</li> <li>• Report to law enforcement per agency protocol</li> <li>• Report to licensure body per agency protocol</li> <li>• Possible loss of professional license</li> </ul>
<p><b>Neglect</b></p> <p><i>Failure to meet basic needs of patient. Intentional withholding of medical treatment or services.</i></p>	<ul style="list-style-type: none"> <li>• Refusal to follow physician orders</li> <li>• Purposeful missed visit</li> <li>• Providing incompetent care</li> <li>• Disregard for modesty or privacy</li> <li>• Failure to notify physician and/or caregivers of significant assessment findings</li> </ul>	<ul style="list-style-type: none"> <li>• Assure patient safety and reassign clinician</li> <li>• Disciplinary action per agency protocol</li> <li>• Report to law enforcement per agency protocol</li> <li>• Report to licensure body per agency protocol</li> <li>• Possible loss of professional license</li> </ul>
<p><b>Sexual Misconduct</b></p> <p><b>Any behavior that is seductive, sexually demeaning, harassing or reasonably interpreted as sexual by the patient or caregiver.</b></p>	<ul style="list-style-type: none"> <li>• Consensual or non-consensual sexual conduct with the patient or caregiver</li> <li>• Dating a current or former patient or caregiver</li> <li>• Dressing provocatively or inappropriately</li> <li>• Failure to address sexual misconduct by the patient or caregiver</li> <li>• Use of off-color jokes with the patient or caregiver</li> <li>• Inappropriate touching of the patient or caregiver</li> </ul>	<ul style="list-style-type: none"> <li>• Assure patient safety and reassign clinician</li> <li>• Disciplinary action per agency protocol</li> <li>• Report to law enforcement per agency protocol</li> <li>• Report to licensure body per agency protocol</li> <li>• Possible loss of professional license</li> <li>• Develop and strengthen communication skills</li> <li>• Set expectations related to attire</li> </ul>

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<p><b>Inappropriate Self- Disclosure</b>  <b>Communication that is focused on the needs of the clinician instead of the patient.</b></p>	<ul style="list-style-type: none"> <li>• Discussing personal issues with the patient or caregiver</li> <li>• Providing the patient or caregiver with personal telephone numbers</li> <li>• Discussing other patients with the patient or caregiver</li> <li>• Discussing other staff members with the patient or caregiver</li> <li>• Imposing religious or personal beliefs on the patient or caregiver</li> </ul>	<ul style="list-style-type: none"> <li>• Counsel clinician and reassign if necessary</li> <li>• Provide Professional Boundary education</li> <li>• Develop and strengthen communication skills</li> <li>• Disciplinary action per agency protocol</li> </ul>
<p><b>Super Nurse</b>  <b>Behaviors that reflect that the clinician is the only qualified person able to manage the patient's care.</b></p>	<ul style="list-style-type: none"> <li>• Insisting on making all patient visits</li> <li>• Insisting on performing all scheduling functions related to the patient's care</li> <li>• Making negative comments to the patient about the skills of other clinicians</li> <li>• Keeping secrets with the patient or caregiver</li> <li>• Failing to disclose changes in the patient's status with the physician or other members of the interdisciplinary team</li> <li>• Planning other patient visits around the needs of the patient</li> </ul>	<ul style="list-style-type: none"> <li>• Counsel clinician and reassign if necessary</li> <li>• Provide Professional Boundary education</li> <li>• Support improved work-life balance</li> <li>• Increase involvement of the interdisciplinary team</li> <li>• Set limits with clinician related to acceptable role and responsibility in the patient's plan of care</li> <li>• Disciplinary action per agency protocol</li> </ul>

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<p><b>Non-Clinical-Focused Relationship</b>  <b>Development of a personal relationship with a patient or caregiver beyond that of clinician-patient</b></p>	<ul style="list-style-type: none"> <li>• Running errands for the patient or caregiver</li> <li>• Performing “special favors” for the patient or caregiver</li> <li>• Driving the patient to appointments</li> <li>• Financing patient or caregiver expenses</li> <li>• Calling the patient for non-clinical- related reasons</li> <li>• Visiting the patient outside of planned home care or hospice visits</li> <li>• Visiting the patient after discharge</li> <li>• Engaging in non-clinical-related activities during patient visits</li> <li>• Accepting invitations from the patient or caregiver for non-clinical-related activities; or extending such invitations to the patient or caregiver</li> </ul>	<ul style="list-style-type: none"> <li>• Counsel clinician and reassign if necessary</li> <li>• Provide Professional Boundary education</li> <li>• Support improved work-life balance</li> <li>• Establish debriefing sessions between the clinician and supervisor</li> <li>• Disciplinary action per agency protocol</li> </ul>