

Appropriate Course Topics for Remediating Behavioral Issues

Resource by [PBI Education](#), last edited March 2021

Professional Boundaries ↓	Ethics and Professionalism ↓	Communication and Civility ↓	Prescribing ↓	Medical Records ↓
Behavioral Issue(s) of Concern				
Addictions <ul style="list-style-type: none"> • Chemical • Behavioral (i.e. gambling, pornography) 	Bending or breaking laws, rules, or codes	Difficulty in showing sensitivity or empathy	Chronic pain: inadequate treatment or management	Billing inaccuracies
Dual relationships (including with coworkers or trainees) <ul style="list-style-type: none"> • Inappropriate financial, business, or non-sexual social relationships • Prescribing to friends, family, or coworkers 	Driving under the influence (DUI/DWI)	Disruptive behavior <ul style="list-style-type: none"> • Belittling, bullying, or harassment • Passive aggression • Verbal outbursts 	Controlled dangerous substance (CDS): inappropriate or unsafe prescribing	Coding inaccuracies
Failure to use a chaperone when indicated or requested	Financial improprieties <ul style="list-style-type: none"> • Fraud • Inappropriate billing • Over diagnosing, over treating • Waiving copays 	Inappropriate humor	Documentation of prescribing that does not comply with laws and regulations	Documentation that does not comply with laws & regulations
Inappropriate use of social media, text, or email with patients/significant third parties, coworkers, or students	HIPAA or confidentiality violations	Ineffective, unproductive, or uncollegial team or clinical communication	Poor understanding of drug dependence, addiction, and misuse potential	EMR: inaccuracies, "copying and pasting"
Lending or borrowing money, or giving gifts to coworkers, students, or patients or their significant third parties	Misrepresentation <ul style="list-style-type: none"> • Cheating • Falsification • Inaccurate or inappropriate advertising • Lying or omission of information 	Lack of awareness about how one comes across to others	Prescribing to friends, family, or coworkers* <i>*This is also considered a professional boundary issue. A professional boundaries course should be considered in addition to prescribing.</i>	Incomplete or illegible records
Practicing outside of scope	Noncompliance regarding <ul style="list-style-type: none"> • Disciplinary deadlines, mandates, or requirements • Licensure requirements 	Poor conflict management <ul style="list-style-type: none"> • Failure to professionally manage challenging situations or individuals 		Other record keeping deficiencies as determined by employer, regulator, or law
Sexual boundary violations <ul style="list-style-type: none"> • Examination of sensitive body areas without gloves • Sexualized language, looks, or physical contact even if consensual with current or former patients, coworkers, students, or patients' significant third parties 	Practicing on an expired license			
Supervisory issues <ul style="list-style-type: none"> • Inadequate supervision/delegation • Insubordination 				