***LETTER TEMPLATE- Developing a Family Behavioral Plan***

Dear [FAMILY MEMBER],

We want you to know that it has been our ongoing commitment to provide you high-quality healthcare and excellent services. At [HOSPITAL], we are proud to employ highly skilled caregivers, and it is our expectation that they are treated respectfully at all times.

In order to provide high-quality, compassionate and safe care, we must be able to work together with you in a professional and respectful manner. On [DATE] and [DATE], the clinical team and a patient advocate met with you about our concerns regarding the way you spoke to the nurses caring for your mother. As there have been more difficulties identified with your most recent inpatient visit on [DATE], we feel it is now important to clarify expectations.

Effective immediately, the following behaviors will result in an immediate call to hospital security and the town police department:

* Any abusive, loud, threatening, inappropriate language including swearing, cursing, screaming, yelling, or berating hospital personnel or consultants
* Physically acting out toward hospital personnel or consultants including punching, hitting, striking, shoving, grabbing and use of objects to injure, as well as sexual advances

Please know that in addition to the above behaviors, any actions that are disruptive may also result in the staff calling hospital security and the town police. If this occurs, you may be escorted out of the hospital and/or have your future ability to visit restricted or denied.

Additionally, we expect:

* Doctors, nurses, staff, consultants and all other patients/visitors to be treated with respect at all times.
* That you will respectfully communicate concerns with treatment recommendations to the appropriate provider, clinical professional or with Patient Relations at [CONTACT NUMBER].

We want what is best for your loved one and can only achieve this by first having a cooperative and respectful working relationship with you. It is our hope that these expectations are clear and helpful and prevent future difficulties.

cc: Hospital Security

Town police department

Risk Management

Emergency Department Medical Director

Vice President of Medical Affairs

Vice President of Nursing/CNO