



In-Practice Consultant Blog

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Creating Respectful Workplaces & Addressing Verbal Abuse

In our ongoing commitment to fostering a supportive and positive workplace environment, we are excited to announce a **new two-part series** focused on creating a respectful workplace and effectively addressing verbal abuse. This series aims to engage our members and their staff in a meaningful dialogue about the challenges of verbal abuse and to provide practical solutions to create a healthier, more respectful work environment.

Why We're Doing This Series

Verbal abuse in healthcare settings is a pervasive issue that can significantly impact the well-being of both staff and patients. Medical office assistants and other healthcare professionals often face stressful situations that can lead to confrontations and abusive interactions. Recognizing and addressing these issues is crucial for maintaining a positive work environment and ensuring high-quality patient care.



— Join Us —
in this Important Initiative

Creating a respectful workplace is a shared responsibility that requires the collective effort of all members and staff. By participating in this series, you are contributing to a vital conversation that can lead to meaningful change in our workplaces.

Part 1: Anonymous Survey

The first part of our series involves a completely anonymous survey that will be widely shared with our members and their staff. This survey aims to:

- **Gauge the extent of verbal abuse:** Understand the prevalence and nature of verbal abuse experienced by healthcare professionals.
- **Identify sources and triggers:** Determine the common sources of verbal abuse and the situations in which it most frequently occurs.
- **Collect personal experiences:** Provide a platform for staff to share their experiences and insights anonymously.

Your participation in this survey is invaluable. The more responses we receive, the more accurate and comprehensive our understanding will be. This information is essential for developing effective strategies to combat verbal abuse and promote a respectful workplace.



Survey: Addressing Verbal Abuse



Creating Respectful Workplaces & Addressing Verbal Abuse: cont'd

Part 2: Sharing Results and Providing Solutions

In the second part of our series, we will share the results of the survey and offer practical tips and resources to help reduce verbal abuse in healthcare settings. This will include:

- **Survey insights:** A detailed analysis of the survey findings to highlight key trends and areas of concern.
- **Practical tips:** Actionable advice on how to handle and de-escalate verbally abusive situations.
- **Support resources:** Information about available support systems, such as counseling services, employee assistance programs, and training opportunities.
- **Best practices:** Examples of successful strategies and policies implemented by other healthcare organizations to create a respectful and supportive work environment.

Together, we can create a safer, more respectful environment that benefits everyone—staff and patients alike. We look forward to your participation in the survey and to sharing the insights and resources that will emerge from this important initiative. Thank you for your commitment to fostering a respectful and supportive workplace.

FPSC Protecting Patient Information Course for MOAs

The Doctors Technology Office is excited to announce, in partnership with the University of the Fraser Valley, we are moving forward with a third cohort of the MOA Protecting Patient Information course. The goal is to build capacity for MOAs to support their clinic's privacy and security program, allowing family physicians to delegate responsibilities with confidence and focus on providing patient care.

The cohort will be offered to 24 MOA participants and will take place between September 17th and November 26th, 2024. The course will end with a capstone project that will be supported by Health Technology coaches to put learnings into practice and implement an improvement goal.

If you know any clinic MOAs who might be interested in participating, please have them sign up using this application form:

[Protecting Patient Info
Course Application](#)

MOA Network



If you are employed by a physician in the South Island Division, please join our MOA network by emailing: moa.network@sidfp.com

Be the first to receive education, gain exclusive access to educational seminars, workshops, participate in surveys and training designed specifically for MOAs.

Be at the forefront of knowledge and skill development in your field by registering now!

*Do you have questions
about managing your
practice or curious about
resources?*

Click here to connect!

[Book Time With Tanis!](#)

Contact Me!



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