

[YOUR COMPANY] Standardized Disciplinary Measures

The following is our sanction policies against employees for violating Quality procedures and/or policies. We take individual circumstances under advisement before determining a specific punishment. The progressions of severity in both violations and corrective actions are as follows:

Progression 1

If an employee lacks quality, outcomes, and/or satisfaction education, unintentionally violates quality assurance policies, or lacks vigilance. For example:

- Over utilization of physical therapy care and treatments
- Not completing documentation or items for chart review
- Not establishing functional goals and striving toward them

Corrective action:

Verbal or written warning and additional training

Progression 2

If an employee intentionally violates company policy or repeats a Progression 1 offense. For example:

- Regularly fails to complete chart review items and scores low regularly
- Fails to report dissatisfaction or incidents.
- Regularly over utilizes physical therapy services

Corrective action:

Written reprimand and additional training

One to three day suspension and additional training

Progression 3

If an employee maliciously violates company policy and/or applicable standards. For example:

- Purposefully renders poor care or services
- Intentionally ignores quality policy and procedures
- Intentionally engaging in behavior in order to damage an individual or your organization
- Continued violation of policy

Corrective action:

Termination of employment

Reporting

Any violations of quality and outcomes and/or patient satisfaction must be immediately reported to the Quality Assurance officer in a confidential manner.

Retention and Accounting for Disclosures

Any violations of Quality Assurance and/or policy are to be documented in the appropriate personnel file. It is necessary to include all handwritten notes and copies of warnings and reprimands. In addition, a copy of all documentation must be kept in a secure location under the control of the quality assurance officer.