Looking after yourself in clinical practice: responding to discrimination, harassment and bullying by patients and colleagues

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Discrimination, harassment and bullying can take a serious toll on your wellbeing, self-esteem, and professional fulfilment. Over time, this can contribute to burnout and increase the risk of clinical errors.

When this behaviour comes from a patient, it can undermine therapeutic trust, and ending the therapeutic relationship may be necessary. This requires careful planning and communication, to ensure continuity of care, including making relevant health information available to the next practitioner. When it comes from a colleague, you may need to consider your mandatory reporting obligations. If you're an employer, you also have a duty to ensure your workplace is psychosocially safe.

This webinar will address how to respond to discrimination, harassment and bullying in daily practice, including when you: are subjected to offensive or discriminatory views. have concerns that patients are receiving culturally unsafe care. become aware of incidents that have occurred in your workplace.

Watch the webinar

Learning outcomes

By the end of this session, you will understand:

- the impact of bullying, discrimination and harassment on the delivery of safe patient care;
- how to respond to concerns that patients are not being treated in a culturally safe manner; and
- how to respond when you are the subject of discrimination, bullying or offensive views expressed by colleagues or patients.

MIPS resources

- MIPS on Demand Online modules with CPD

Watch the webinar