

ELLENVILLE REGIONAL HOSPITAL

TITLE: Code of Conduct Policy	Page 1 of 2
DEPARTMENT: Administration	
ALSO DISTRIBUTED TO:	
APPROVED BY: Debbie Briggs, VP Human Resources & Community Relations	EFFECTIVE: 01/11
REVIEWED: 9/12, 7/13, 5/14, 9/15, 7/16, 7/19, 7/20	REVISED: 05/11, 07/11, 05/12, 7/17, 7/18

STATEMENT & PURPOSE:

Ellenville Regional Hospital (ERH) is committed to the provision of quality healthcare in a lawful and ethical manner. All covered parties will be treated with courtesy, respect, and dignity. This Code of Conduct is intended for Board of Trustees, Foundation Board, Medical Staff, Employees, Students, Volunteers and any contractors providing services, to affirm that open, honest communication internally and with external parties is required and that violations of legal, behavioral or ethical norms are not tolerated. This policy recognizes that safety and quality thrive in an open and honest environment that supports working in teams and respecting each other regardless of someone's position in the organization. Any behavior deemed to adversely affect patient care and safety is unacceptable.

This policy is intended to provide standards by which the Board of Trustees, Foundation Board, Medical Staff, Employees, Students, Volunteers and any contractors providing services will conduct themselves, in order to protect and promote organization-wide integrity and to enhance the ability of ERH to achieve its organizational mission.

POLICY:

It is the policy of Ellenville Regional Hospital's Board of Trustees, Foundation Board, Medical Staff, employees, students, volunteers and any contractors providing services, to conduct business and work together in a professional, courteous, cooperative, ethical and legal manner in order to provide quality and safe care to our patients.

PROCEDURE:

ERH strives for all relationships to be open and honest. Honesty is defined as being forthcoming and truthful when interacting with others and ourselves. The Board of Trustees, Foundation Board, Medical Staff, employees, students, volunteers and any contractors providing services, must conduct all personal and professional activities with honesty, integrity, respect, fairness, and good faith. All parties must exercise due care in all matters relating to the discharge of duties and responsibilities.

ERH recognizes that safety and quality of patient care is dependent on teamwork, respect, open communication, and a collaborative work environment where all team members are accountable for modeling desirable behavior. Adherence to desirable behaviors will be enforced consistently and equitably among all, regardless of their position in the organization. All parties must interact respectfully with each other and avoid actions and conduct that may be considered as disruptive behavior.

Desirable Behavior Code of Conduct

Treat others with respect, courtesy and dignity and conduct yourself in a professional manner

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Disruptive Behavior

Disruptive behavior is described as a style of interaction with others that tends to cause distress among other staff and affect over-all morale within the work environment. The following are examples of such unacceptable disruptive behavior:

1. Engaging in, making statements or exhibiting acts, demeanor, or professional conduct either within or outside the hospital which may be detrimental to patient safety, delivery of quality patient care, disruptive to hospital operations, or constitute fraud and abuse;
2. Verbal comments which are personal, irrelevant or go beyond the bounds of fair and constructive comments;
3. Non-constructive criticism made in such a way as to intimidate, undermine confidence, belittle, or imply stupidity or incompetence;
4. Abusive or intimidating treatment of others, including patients, including the use of demeaning terms and unnecessary sarcasm or cynicism;
5. Impertinent and inappropriate comments made in patient medical records or other documents impugning the quality of care in the hospital or attacking particular practitioners, nurses/staff or hospital policy;
6. Raised voice, yelling or shouting in a hostile manner or profanity and disrespectful language;
7. Uncooperative or defiant approach to problems or refusal to complete a task or carry out duties, disrupting meetings or repeated violations of policies and rules;
8. Bullying, intimidating, insulting, aggressive, or assaulting behavior;
9. Physical attacks, throwing things, pushing or slapping or any unwanted touching;
10. Threats of violence or retribution;
11. Behavior that disparages or undermines confidence in hospital or its leadership or public derogatory comments about the quality of care being provided;
12. Boundary violations with patients, family members, staff or other care providers;
13. Jokes or non-clinical comments about race, ethnicity, religion, sexual orientation, age, physical appearance, socioeconomic status or educational status.

The Code of Conduct shall be disseminated periodically to all parties and to new employees, students or volunteers during hospital orientation. The Code of Conduct will be available to all parties as part of the electronic Administrative Policies Manual. All parties are responsible to ensure that their behavior and activities are consistent with the Code of Conduct.

Compliance with Code of Conduct Policy

ERH strives to ensure all hospital business activity is in compliance with applicable laws. If questions regarding conduct issues arise, they should be directed to Human Resources department and/or to the Corporate Compliance Officer. Any conduct which interferes with, or adversely affects, the hospital is, at the Administration's discretion, grounds for discipline up to and including immediate involuntary termination of employment, without resorting to progressive discipline.