

**CHAMPLAIN VALLEY PHYSICIANS HOSPITAL MEDICAL CENTER
HUMAN RESOURCES POLICY/PROCEDURE MANUAL**

**Number: 803.0
Section: Conduct**

SUBJECT: CODE OF CONDUCT		
WRITTEN BY: Michelle LeBeau, Director of Labor Relations, Occupational Health and Education		RESPONSIBLE DEPARTMENT: Human Resources
ADMINISTRATIVE APPROVAL: NOREEN BRADY, VP OF HUMAN RESOURCES		POLICY CREATION DATE: 11/11/2006
NEW:	SUPERSEDES POLICY: 12/27/2006 DATED:	Revised DATE: 3/1/09
OTHER RELATED POLICIES: All Policies		

I. POLICY:

CVPH Medical Center's Code of Conduct is based on the organization's core values of teamwork, quality, compassion, respect, communication, accountability, service, and trust. The Code of Conduct outlines behavioral expectations (acceptable behaviors) for the CVPH Family, including all employees, medical staff, volunteers, independent contractors, contracted staff, and agency staff. It also outlines unacceptable behaviors, including disruptive behaviors, which are not in adherence with the Medical Center's Code of Conduct.

II. PURPOSE:

CVPH Medical Center believes that the CVPH Family represents the organization, their peers, and the community through their actions, attitude, and demeanor. This belief guides the actions of every member of the CVPH Family, including all employees, medical staff, volunteers, independent contractors, contracted staff, and agency staff, and demonstrates CVPH's commitment to appropriate respectful behavior.

III. SCOPE:

This policy applies to all members of the CVPH Family, including all employees, medical staff, volunteers, independent contractors, contracted staff, and agency staff.

IV. DEFINITIONS:

- A. Disruptive Behavior - Includes behavior that appears to be illegal, unethical, unprofessional, abusive, demeaning, intimidating, harassing, insubordinate, sexually suggestive, unduly loud and/or occurring in an inappropriate setting.
- B. Physical Abuse - Inappropriate physical contact with a patient, nursing home resident, employee, member of the medical staff or visitor on Medical Center premises, while conducting Medical Center business or when representing the Medical Center.

- C. Verbal Abuse - Using profane or demeaning language including racial, ethnic or sexual slurs or comments to a patient, nursing home resident, employee, member of the medical staff or visitor while on Medical Center premises, while conducting Medical Center business or when representing the Medical Center.
- D. Abandonment - Leaving the work station, the patient or the nursing home resident while on duty without receiving authorization from appropriate management.
- E. Insubordination - The refusal to obey a directive of management, including the refusal to float.
- F. Under the influence - When the actions or the appearance of an employee on duty indicates use of alcohol or drugs, to the extent patient/nursing home resident care is in jeopardy or ability to function in one's position is negatively affected.
- G. Workplace Harassment – Any unwelcome, offensive and/ or inappropriate verbal or physical conduct, expressed or implied when:
 - 1. Submission or exposure to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
 - 2. Acceptance or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
 - 3. Such conduct is intended to, or does, adversely affect an individual's work performance, or creates an intimidating, hostile, or offensive working environment.

Harassment includes unwelcome conduct that is based on or related to race, color, religion, age, sex, pregnancy, sexual preference, national origin, or disability.

V. EXPECTATIONS RELATED TO THE CODE OF CONDUCT (ACCEPTABLE BEHAVIORS):

Each member of the CVPH Family, including all employees, members of the medical staff, volunteers, independent contractors, contracted staff, and agency staff, will adhere to the following expectations:

- A. Teamwork
 - 1. Strive to make people feel appreciated and valued.
 - 2. Be open, responsive, approachable, and flexible.
 - 3. Welcome new employees, physicians, and volunteers to CVPH.
 - 4. Recognize and praise a job well done.
- B. Quality
 - 1. Perform one's job to the best of one's ability.
 - 2. Demonstrate, through one's words and actions, that CVPH is a great place to receive care.
 - 3. Contribute to a healing and caring environment.
 - 4. Always strive to improve.

5. Commit to the highest level of personal and professional ethics and legal compliance.

C. Compassion

1. Treat others as they would like to be treated.
2. Remember that a hospital environment can be frightening and provide reassurance.
3. Respect patient and family decisions for treatment options.

D. Respect

1. Respect the knowledge, dignity and perspective of the entire health care team.
2. Acknowledge others and treat them with courtesy.
3. Respect all, regardless of race, creed, health issues, financial situations, or other life circumstances.
4. Knock/announce before entering a room.
5. Address individuals by their name and avoid phrases such as “honey”, “dear”, and “sweetie”.

E. Communication

1. Listen carefully and ask questions if uncertain.
2. Remember that the tone of one’s voice and one’s body language can say as much as one’s words.
3. Share one’s name with patients; explain what will be done and what they can expect.
4. Avoid using potentially offensive language.
5. Speak clearly when answering the phone, give one’s name and department, and convey that you are here to help.
6. Avoid gossip.

F. Accountability

1. Wear the CVPH identification badge so that it is visible at all times and dress in a professional manner.
2. Be responsible to know the expectations of one’s job.
3. Adhere to the policies and “best practice” standards of CVPH.
4. Acknowledge errors and/or issues and take necessary action to correct them.
5. Recognize and avoid conflicts of interest.

G. Service

1. Remember that patients and other customers are the reason for our work.
2. Be part of the solution when a workplace problem arises.
3. Maintain a healing environment that is clean, safe, professional, and quiet.
4. Use hospital resources responsibly.

H. Trust

1. Maintain patient confidentiality within and outside of the workplace.
2. Be aware of one’s surroundings when discussing confidential information.

3. Request and share information only on a professional “need to know” basis.
4. Protect confidentiality and security of all hospital information to include patient and staff records, computer screens, passwords, and codes.
5. Question unauthorized people in the workplace and report any concerns to a supervisor.

VI. EXAMPLES OF VIOLATIONS OF THE CODE OF CONDUCT (UNACCEPTABLE BEHAVIORS):

Examples of violations of the Code of Conduct include but are not limited to the following unacceptable behaviors:

- A. Using threatening, abusive, berating or condescending language;
- B. Using profanity or similarly offensive language;
- C. Throwing objects;
- D. Workplace harassment (sexual or non sexual) including but not limited to
 1. Sexual flirtations, touching, advances or propositions;
 2. Verbal abuse;
 3. Graphic or suggestive comments about an individual's dress or body;
 4. Degrading words to describe an individual;
 5. The display in the work place of sexually suggestive objects or pictures including nude photographs;
 6. Sexually explicit jokes or lewd language.
- E. Making unprofessional, negative comments about employees, members of the medical staff, patients and/or their families and/or visitors. Making unprofessional, negative comments about the quality of care rendered at the Medical Center;
- F. Making threats, physical assaults or acts of overt intimidation against any employee, member of the medical staff, patients or their families or visitors;
- G. Writing inappropriate comments in patients’ medical records or other official documents;
- H. Destroying hospital property.

VII. PROCEDURES RELATED TO POTENTIAL CODE OF CONDUCT VIOLATIONS:

Employees may report potential breaches of the Code of Conduct to their manager or directly to Human Resources. The report (see Attachment A) must include the following information:

1. The date and time of the incident;
2. A factual description of the incident;
3. The name of any patient or patient’s family member who may have been involved in the incident, including any patient or family member who may have witnessed the incident;
4. The circumstances which precipitated the incident;
5. The names of any other witnesses to the incident;
6. The consequences, if any, of the conduct as it relates to patient care, personnel, or Hospital operation;

7. Any action taken to intervene in, remedy, or resolve the incident. This should include the date, time, place, action and name(s) of those intervening.

Potential breaches of the Code of Conduct will be investigated and, if substantiated, may result in discipline up to and including termination of employment for employees as dictated by Human Resources policies and procedures. In the event the potential breach of the Code of Conduct involves a member of the medical staff or non-CVPH employed Allied Health staff, the CVPH Medical Staff Policy on Disruptive Behavior will be followed.

No employee shall be retaliated against for reporting a potential breach of the Code of Conduct.

VIII. CODE OF CONDUCT STATEMENT

The signed Code of Conduct Statement, Attachment B, will be kept in the employee's personnel file and will be reviewed and re-signed annually at the time of the performance evaluation.

IX. DISTRIBUTION:

This policy will be available in Policy Manager to all employees on an as needed basis.

All recipients of this policy must acknowledge their receipt and understanding of the policy by referring any questions or problems with the policy within ten days of the issue date to their immediate supervisor. If no questions or problems are stated, it will be assumed that the policy has been read and understood.

All questions regarding this policy or its implementation may be referred to your immediate Administrative supervisor.

REPORT OF POTENTIAL VIOLATIONS OF THE CODE OF CONDUCT

NAME: _____ DEPARTMENT: _____

JOB TITLE: _____ IMMEDIATE SUPERVISOR: _____

Please state the nature of your complaint:

DATE/TIME OF INCIDENT: _____

NAME(s) OF THE ACCUSED: _____

NAME(s) OF WITNESSES: _____

DESCRIBE THE INCIDENT:

NAME OF ANY PATIENT OR PATIENT'S FAMILY MEMBER WHO MAY HAVE BEEN INVOLVED IN THE INCIDENT, INCLUDING ANY PATIENT OR FAMILY MEMBER WHO MAY HAVE WITNESSED THE INCIDENT:

DESCRIBE THE CONSEQUENCES, IF ANY, OF THE CONDUCT AS IT RELATES TO PATIENT CARE, PERSONNEL OR MEDICAL CENTER OPERATION:

DESCRIBE THE CIRCUMSTANCES THAT PRECEDED THE INCIDENT:

DESCRIBE ANY ACTION TAKEN TO INTERVENE IN, REMEDY, OR RESOLVE THE INCIDENT. THIS SHOULD INCLUDE THE DATE, TIME, PLACE, ACTION AND NAMES(S) OF THOSE INTERVENING, INCLUDING YOURSELF:

EMPLOYEE SIGNATURE: _____ DATE: _____

COMPLAINT SUBMITTED TO: _____

IMMEDIATE SUPERVISOR/HR/VPMA: _____

PERSON RECEIVING THE COMPLAINT: _____

DATE RECEIVED: _____

DATE HEARD: _____



CODE OF CONDUCT STATEMENT

I understand and acknowledge that CVPH Medical Center’s policy on Code of Conduct outlines behavioral expectations of all hospital employees. I recognize that I represent the organization, my peers, and the community through my actions, attitude, and demeanor.

A breach of the Code of Conduct will be considered to include, but not be limited to, those expectations outlined in the CVPH Medical Center’s policy. Breaches of the code of conduct may result in discipline up to and including termination of employment.

I have read and understand the above statement and will abide by this policy.

Printed Name of Employee

Printed Name of Manager/HR Rep

Signature of Employee

Signature of Manager/HR Rep

Date

Date