



InterMedical Hospital of SC, Inc:
Code of Conduct

STANDARD:

All employees are responsible to **optimize the communications and interpersonal relations** of the employees, patients and their families, as well as contract staff.

Purpose of Standard:

- Optimize **communication** and **interpersonal relations**.
- **Improve the care** that is given to our patients.
- Reinforce an atmosphere of **mutual respect** for all who work or practice at IMH.
- Establish a **process for reporting and addressing** problematic behavior.
- **Minimize liability** of the hospital and its employees.
- Prevent and prohibit conduct which:
 - a. interferes with an individual's ability to **practice safely**
 - b. creates a **hostile or intimidating** work environment
 - c. **disrupts the delivery** of patient care

Scope

This Code of Conduct applies to **all IMH employees, contract** employees and members of the **Medical staff**.

Responsibilities

It is the responsibility of every employee to oversee this Code of Conduct and to address all instances of violation of these rules.

Procedure

Expected Behaviors:

- a. Communication will take place in a timely fashion, involving the appropriate person(s), in an appropriate setting.
- b. Communications, including spoken remarks, written documents, and emails will be honest and direct and conducted in a professional, constructive, respectful and efficient manner.
- c. Telephone communications will be respectful and professional. Initiators will prepare for their call by gathering all necessary information, organizing their questions or comments, and coordinating with others who need to reach the same individual about other issues. Receivers will respond in a courteous and professional manner (including stating their name).
- d. Cooperation and availability are expected of all medical staff. Medical staff should respond appropriately to staff, patients and families.

e. Understanding that a variety of experience levels exists and that tolerance for those who are learning is expected.

Unacceptable Behaviors:

- a. Shouting or yelling.
- b. Use of profanity directed at another individual or healthcare professional.
- c. Slamming or throwing of objects in anger or disgust.
- d. Hostile, condemning or demeaning communications.
- e. Criticism of performance and/or competency delivered in an inappropriate location (i.e. not in private) and not aimed at performance improvement.
- f. Other behavior demonstrating disrespect, intimidation or disruption to the delivery of quality patient care.
- g. Retaliation against any person who addresses or reports unacceptable behavior.

Meeting for Resolution

The optimal way to address inappropriate conduct is a face-to-face meeting between the parties involved using the following steps:

- a. The person who was aggrieved is expected to address the issue with the other party in a timely manner and private setting using this Code of Conduct as a reference.
- b. This meeting may be more productive after a “cooling off” period of a few hours or a few days so that the parties involved can gain perspective on the precipitating events and process breakdowns that may have been contributing factors.
- c. If facilitation of the discussion is needed, the department charge/ manager and/or appropriate physician leadership can serve as facilitators. The Chief Executive Officer, the Chief Clinical Officer or the Human Resource Director may also assist facilitation if needed.
- d. Sincere apologies should be encouraged and every reasonable attempt should be made to defuse the situation without further intervention.
- e. If clinical care/hospital process deficiencies are discovered during this face-to-face meeting, these concerns need to be addressed by the department’s management /leadership.
- f. No documentation of incidents resolved by the parties is required.

Action for Unresolved Issues

If the complaint is found to have merit the following action should be taken:

- a. For InterMedical Hospital staff:
 - their immediate supervisor and a representative from Human Resources will be sent a copy of the complaint and the review
 - and will develop a plan for appropriate counseling and intervention.
- b. For Medical staff and contract workers:
 - a copy of the complaint and the review will be sent to their immediate supervisor
 - who will develop a plan for appropriate counseling and intervention.

Follow – Up

Any action reported in accordance with this Code of Conduct which requires review or follow up is not considered by InterMedical Hospital to be disciplinary action; however, actions reported may result in disciplinary action.

- a. Any necessary staff disciplinary action will be taken in accordance with InterMedical Hospital policies.
 - b. For medical staff the MEC will make a determination that it is appropriate to take corrective action as defined in the Medical Staff Bylaws.
 - c. Any necessary disciplinary action for contract employees will be handled through their specific disciplinary policies.
 - d. A summary of action taken will be reviewed by the Chief Clinical Officer for patient care delivery staff, then sent to the Quality Coordinator Office and logged with the original complaint.
- Semi-annual review of data trends will be conducted through the Quality Office and reported to the hospital's Senior Staff and Board.

DOCUMENTATION

- Disciplinary Notice – HRHR68
related hospital standards

Code of Conduct Acknowledgment

I have received a copy of InterMedical Hospital of SC, Inc.'s Code of Conduct. I understand the contents and will abide by the code.

Print Name

Signature

Date