PURPOSE:
Codes of conduct are necessary for the successful operation of the Hospital and for the welfare of employees and patients. The Hospital has a code of conduct that defines acceptable behavior and behaviors that undermine a culture of safety. Safety and quality of patient care is dependent on teamwork, communication, and a collaborative work environment. To assure quality and to promote a culture of safety, we must address the problem of behaviors that threaten the performance of the health care team. All employees are held to a high standard of care, professionalism, and appropriate behavior which are an important part of the Hospital's commitment to deliver the highest standards of quality and compassionate care. With regards to physician behaviors which undermine a culture of safety, Medical Staff Services will proactively address and manage these behaviors in accordance with Medical Staff rules and regulations.

POLICY:
Our mission, vision, and goals of the organization support the safety and quality of care, treatment and services we provide. No set of rules can specify all behaviors that undermine a culture of safety, that are inconsistent with the employment relationship and that warrant discipline. The following lists some of the most important and most common rules and is intended only as a guide. For more information, refer to Discipline Policy – No. 850.

PROCEDURE:
Any Hospital employee who believes that he or she is being subjected to behaviors that undermine a culture of safety within the meaning of this policy must report the alleged incident to his or her immediate manager or Human Resources. For more information, refer to Employee Problem Solving Policy – No. 860.

I. Conduct and Performance Expectations:

A. Employees are required to demonstrate dignity, respect, courtesy and cooperation when dealing with all patients, visitors and Hospital team members. Employees are expected to work towards creating a positive and professional image in accordance with Huntington's commitment to service excellence.
B. Employees are required to conduct themselves in a professional, responsible manner on the job and to perform their work in an efficient and professional manner within the times, levels of efficiency, and conditions established by management. Employees are required to communicate accurately, honestly, supportively and in a timely manner with all patients, visitors and department/interdepartmental team members.

C. Employees are to demonstrate sound judgment and decision making, to take personal responsibility for solving problems for patients/customers, and to work effectively and collaboratively with others toward common goals.

D. Employees are required to adhere to Huntington Hospital’s Values and Standard of Conduct during all business interactions and to act in line with these values, ethics, and code guidelines; they are also required to maintain confidentiality of Hospital and proprietary information and only access confidential information based upon legitimate need to know information in the scope of services/duties/responsibilities.

E. Additional conduct and performance expectations are detailed in the policy Standards of Conduct Policy - No.13.

F. Employees are required to adhere to Huntington Hospital’s policies and procedures. It is the employee’s responsibility to be familiar with applicable policies. Policies may change from time to time without notice.

II. Violations of Codes of Conduct, Performance and Culture of Safety:

Violation of Codes of Employee Conduct, Performance and Culture of Safety may occur in varying degrees, depending on severity and may result in various forms of discipline including verbal counseling, written warning, and suspension with or without pay, demotion or termination. Huntington Hospital will not construe or apply this policy in a manner that interferes with or limits employees' rights under the National Labor Relations Act.

The following is a partial list of actions considered in violation of the Codes of Conduct, Performance and Culture of Safety. These rules are not all inclusive and encompassing:

A. Patient Confidentiality and Privacy Breaches

As a covered entity under the Heath Insurance Portability and Accountability Act (HIPAA) and State of California’s Confidentiality of Medical Information Act (CMIA), the Hospital is required to limit disclosures of health information to the minimum amount necessary for specified purposes. Employees are expected to comply with the Privacy and Security of Patient Information Policy - 150 and all related policies.
B. Falsification of Records

Employees are not to falsify any employment or Hospital record, including but not limited to time records, educational or training records and patient records, as records are considered legal documents.

C. Dress and Grooming

The Hospital's professional atmosphere is maintained, in part, by the image employees present. Employees should use good judgment in their dress and appearance and maintain good habits of grooming and personal hygiene. The Hospital has an organization-wide policy on dress code. Please refer to Dress Code Policy – No. 886.

D. Gifts and Gratuities

Employees may not accept gifts or gratuities from patients. Token gifts, such as candy or flowers presented to a group of employees, are permitted. Patients who wish to show their appreciation to the Hospital should be referred to the Philanthropy Department. There are many programs in which they can participate.

E. Solicitation and Distribution

To avoid disruption of health-care operations or disturbance of patients, the Hospital has established a policy on Solicitation and Distribution. Please refer to Solicitation and Distribution Policy – No. 884.

F. Notification of Absence

Employees are expected to report to work regularly and on time, according to assigned work schedules. In case of illness or emergency necessitating a non-scheduled absence, it is the responsibility of the employee to notify his/her Department Manager or the person designated, two and a half (2.5) hours in advance of the scheduled shift. Please refer to the Absence and Attendance Policy – No. 822

G. Insubordination

Some examples of insubordination include, but are not limited to: disregard for supervisory authority, failure to perform assigned work or follow instructions of those in authority, failure to comply with Huntington Hospital policies, processes, rules and regulations; use of profanity or derogatory statements by an employee towards his/her supervisor.

H. Sleeping While on Duty

Employees are required to remain awake, alert, and ready to respond to patients and other work-related issues while on working time.
I. **Drug-Free and Tobacco Free Workplace**

Employees are expected to comply with the Hospital’s Drug Free Workplace Policy, No. 840.2 and Tobacco Free Workplace Policy No. 533.

J. **Destruction or Misappropriation of Property**

Employees are expected to respect the Hospital’s, patients and fellow employee’s property.

K. **Confidentiality, Computer Usage and Accountability Agreement**

Employees are expected to comply with the Confidentiality, Computer Usage and Accountability Agreement

L. **Identification Badges**

Employees are to wear their current Hospital identification badge above the waist with the picture forward at all times while on duty.

M. **Dangerous Weapons**

The Hospital strictly prohibits the carrying of dangerous weapons on Hospital property.

N. **Workplace Violence**

Employees are expected to comply with the Anti-Violence in the Workplace Policy – No. 813.

O. **Safety**

Employees must observe Hospital safety rules including but not limited to those outlined in the General Safety Policy -531, Fire Safety Management Plan - 545, Safe Patient Handling Policy – 177. It is the duty of each manager to direct and enforce appropriate safety measures and precautions.

P. **Security of Personal Possessions**

It is the employee’s responsibility to maintain security over his/her personal possessions while on the job. This includes securing a locker if one is assigned and not leaving valuables in unlocked closets, on desks or in open drawers.
Q. **Extra Hours or Duties Requested by Department Management**

Although the basic hours and duties of a position are defined, the Department Manager may require an employee to work at any time or at any departmental duty, provided the employee is otherwise qualified and the assignment does not endanger the employee’s health and safety or the health and safety of others. Since the Hospital operates 24 hours per day, employees may be required to work any days or shifts deemed necessary by the department/hospital. Employees may also be required to float to other departments for which they are qualified and competent.

R. **Change of Name, Address, Telephone Number, etc.**

Employees must report any changes in name, address, telephone number, etc. immediately to their respective departments and the Human Resources Department. This information is essential in case of emergency.

S. **Bulletin Boards**

Employees are not permitted to post items that have not been approved by Human Resources on bulletin boards. Please refer to *Solicitation and Distribution Policy – No. 884*.

T. **Gambling**

Gambling of any kind is not permitted on all Hospital premises.

U. **Disruptive and Unprofessional Communication/Behavior**

The use of abusive, rude, demeaning or derogatory comments directed at Hospital staff, patients or, visitors, including but not limited to racial or ethnic slurs or profanity, criticism of Hospital personnel, policies, equipment, or other negative comments that undermine patient trust in the Hospital in the presence or hearing of patients, patient’s family members, and/or visitors is considered disruptive and unprofessional. Disruptive behaviors include overt actions such as verbal outbursts and physical threats, as well as passive activities such as refusing to perform assigned tasks or quietly exhibiting uncooperative attitudes during routine activities. Other disruptive behaviors exhibited by individuals in positions of power include reluctance or refusal to answer questions, return phone calls or pages; condescending language or voice intonation; and impatience with questions. Overt and passive behaviors undermine team effectiveness and can compromise the safety of patients. All intimidating and disruptive behaviors are unprofessional and will not be tolerated.

V. **Inappropriate Use of Personal Cell Phones**

Please refer to *Use of Cellular Phone and Pagers – Employee Handbook*