

**Title: Code of Conduct****Date Approved:** 08/27/2018**Document Owner:** Richelle Heldwein (CRO)**Approver(s):** Board of Trustees**Version #: 3****Printed copies are for reference only. Please refer to the electronic copy for the latest version.****Policy:**

St. John's Health (SJH) has a Code of Conduct to define acceptable behavior for all persons and to define personal and professional standards of conduct. It is the responsibility of individuals to act in a manner consistent with this Code of Conduct by holding themselves and others accountable to these standards.

**Purpose:**

The standards of conduct summarized below encourage a positive environment for patients, staff, medical staff, visitors, volunteers and board members; support a culture that optimizes patient care and safety, and confirms SJH's dedication to complying with all applicable laws and regulations, and preventing, detecting and remedying the effects of, inappropriate business practices, such as health care fraud and abuse.

**Definitions:**

- Appropriate behavior is reasonable conduct to advocate for patients, to recommend improvements in patient care, to participate in the operations, leadership or activities of SJH.
- Behavior that undermines a culture of safety is behavior, that creates a hostile environment in which to work, or to provide or receive care,. This includes, but is not limited to disruptive behavior, which is any intimidating or abusive conduct, including sexual or other forms of harassment, discrimination, deceit, or other forms of verbal or non-verbal conduct, that harms or intimidates others to the extent that quality or patient safety may be compromised or unreasonably interfere with an individual's ability to do their job.
- Inappropriate behavior is conduct that is unwarranted and is reasonably interpreted to be demeaning or offensive. Persistent, repeated inappropriate behavior can become a form of harassment and thereby become disruptive, and subject to treatment as behavior that undermines a culture of safety.
- St. John's Health (SJH) shall mean all of its facilities, clinics and related facilities, wherever located and operated in connection with St. John's Health.

**Procedures:**

- Code of Conduct will be signed on hire and periodically for all employees
- Code of Conduct violations will be reported to a supervisor, the Compliance Officer, via online event reporting or via the confidential Compliance HOTLINE @307-739-7HOT.
- When reported, violations of this Code of Conduct will be addressed through appropriate administrative, departmental and human resource policies related to inappropriate behavior and conduct.
- SJH will not tolerate acts of retribution or consequence to any employee who carries out the standards of or reports violations to this Code of Conduct in good faith.

**Standards of Conduct and Professionalism:**

Treat all persons, including patients, families, visitors, employees, trainees, students, volunteers and healthcare professionals with respect, courtesy, caring, dignity and a sense of fairness and with

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recognition of and sensitivity to the needs of individuals from diverse backgrounds (including gender, race, age, disability, nationality, sexual orientation and religion).

Communicate openly, respectfully and directly with team members, referring providers, patients and families in order to optimize health services and to promote mutual trust and understanding.

Encourage support and respect the right and responsibility of all individuals to assert themselves to ensure patient safety and quality care.

Resolve conflicts and counsel colleagues in a non-threatening, constructive and private manner.

Teach and/or care for patients with professional competence, intellectual honesty, and high ethical standards.

Promptly report to supervisor, any individual who may be impaired in his or her ability to perform assigned responsibilities due to any cause (e.g., emotional issues, substance abuse).

Promptly report adverse events and potential safety hazards and encourage colleagues to do the same.

Willingly participate in, cooperate with and contribute to briefings and investigations of adverse events.

Respect the privacy and confidentiality of all individuals. Adhere to all SJH policies and HIPAA regulations regarding protected health information.

Uphold the policies of SJH.

Utilize all SJH facilities and property, including telecommunication networks and computing facilities, responsibly and appropriately.

Participate in education and training required to perform job duties.

Be fit for duty during work time, including on-call responsibilities.

Disclose any direct or indirect financial or personal interests that pose potential or actual conflicts of interest.

Accept no gifts or benefits offered with the expressed or implied expectation of influencing decision-making.

Report fraud and abuse of a federal or state health care program, including but not limited to Medicare or Medicaid to the Compliance Officer at 739-7286 or the Compliance HOTLINE @ 7397HOT.

Refrain from the use of profanity or similarly offensive language while at SJH

Not shout or raise their voices with any individual at SJH.

Not make discourteous comments, demands or name calling to any individual at SJH.

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Not criticize any individual at SJH in front of or within earshot of any other individual. Address any criticisms or concerns in a courteous, constructive and private manner.

Not record any inappropriate comments or criticisms in medical records. Address any criticisms or concerns in a courteous, constructive and private manner.

Not disseminate information that is false, misleading or deceptive regarding SJH and individuals associated with SJH.

Not threaten physically or otherwise, any individual at SJH.

Not violate the legal confidentiality protections for quality management and peer review information.

Not sexually harass any person at SJH

**Related Documents:**

SJH Vision, Mission &amp; Values

SJH Medical Staff Code of Conduct and Attestation

SJH Code of Conduct Attestation

Compliance Program

**References:**