



HUMAN RESOURCES POLICIES AND PROCEDURES

Policy Name: CODE OF CONDUCT AND BEHAVIORS THAT UNDERMINE A CULTURE OF SAFETY

Policy Purpose: To provide managers and employees with appropriate guidelines regarding acceptable behavior of employees, volunteers, and physicians. This will define disruptive and inappropriate behaviors that undermine a culture of safety as well as behaviors that are considerate and supportive of the mission and values of MLH, and promotes a culture of safety.

Policy Statement: To assure orderly operations and provide the best possible work environment, MLH expects employees, volunteers, and physicians to follow rules of conduct that will protect the interests and safety of everyone and the facility. Conduct that is offensive to patients, fellow employees, visitors, volunteers, and physicians, discredits the organization, disrupts patient safety, interferes with operations, or any other conduct which in the system's judgment is adverse to the MLH's interest will not be tolerated.

GENERAL

Example Behavior

Appropriate and Considerate Conduct

MLH is committed to providing a comprehensive range of safe, high-quality health services, complemented by related educational and research activities that meet healthcare needs and improve the quality of life in the communities we serve. Regardless of job description, each employee is a vital link in providing outstanding patient service and must, at all times; maintain the values set forth by MLH. The following are examples of considerate conduct that support our mission and values:

Patient Safety:

- Shows respect for patient's boundaries, privacy and differences
- Uses understandable terms when giving explanations
- Demonstrates behaviors that are supportive of a culture of safety

Compassion:

- Provides care with courtesy and compassion
- Displays a positive and caring attitude in all encounters

Participation:

- Offers a timely response to needs and concerns of patients and co-workers
- Smiles and introduces oneself to patients, families, visitors and employees from other department

Innovation

- Encourages innovation and improvement in all work
- Identifies ways to contribute towards organizations goals of patient safety, quality care and patient satisfaction

Excellence

- Provides quality results in every aspect of work
- Strives to be timely, accessible and responsible

Integrity

- Behaves ethically with patients, families, visitors and co-workers

Communication

- Takes time to listen and provides clear, concise communication
- Has a positive attitude and tone of voice using please and thank you at all times

Superior Patient Experience

- Patients and families first, always and every time.
- Authentic presence
- Personal accountability
- Solution focused
- Respond with empathy

Improper / Inappropriate Conduct/ Behaviors that Undermine a Culture of Safety

Behaviors that undermine a culture of safety are defined as contentious, threatening behaviors that deviate significantly from the mission and values of MLH, creating an atmosphere that interferes with efficient functioning of the health care team. Examples of behaviors that undermine a culture of safety include – Rudeness, bullying, emotional abuse, gossiping, condescending language, impatience with questions and workplace violence.

It is not possible to list all forms of behavior considered unacceptable or that would be seen to undermine a culture of safety. However, the following are some examples of improper or inappropriate conduct or behaviors in or away from the work place that cause disruption on the job, or reflect unfavorably on the system that may result in immediate corrective action, up to and including termination of employment:

- Behavior that disrupts patient safety;
- Behavior that undermines patient confidence with caregiver or the organization;
- Behavior that interferes with the ability of others to perform their jobs;
- Theft or inappropriate removal or possession of MLH property;
- Falsification of timekeeping records or permitting time records to be falsified;
- Providing false information in connection with any MLH investigation or workers' compensation claims;
- Failure to report overpayment of wages or benefits;
- Reporting to work or working under the influence of alcohol or other drugs;
- Possession, manufacture, distribution, diversion or sale of drugs/alcohol;
- Possession of firearms, explosives, other weapons, or controlled substances on System property;
- Fighting or threatening violence in the workplace;
- Threat of intention to injure, fighting or assault;
- Immoral, unethical or indecent conduct;
- Willful destruction of System property;
- Falsification of records or fraudulent statements;
- Patient abuse (verbal and/or physical);
- Sexual Harassment/creating hostile work environment;
- Retaliatory behavior of any kind;
- Unauthorized release/disclosure/access of confidential information;

- Endangering health and safety of patients or employees;
- Use of obscene, abusive or threatening language;
- Sleeping on duty;
- Gambling;
- Solicitation/Distribution;
- Refusal to follow a supervisor's legitimate instructions or work assignment (insubordination);
- Failure to give required notice of absence (as defined by department);
- Failure to comply with the MLH Technology Usage Policy;
- Failure to follow proper procedures;
- Failure to report a conviction or reportable action as defined by the Criminal Convictions and Sanction Policy.
- Leaving work area without authorization;
- Unauthorized use of System telephone for personal calls;
- Infraction of MLH parking policy;
- Infraction of MLH Smoking Policy and Tobacco & Nicotine Use Impact on Employment Policy
- Inappropriate/Unprofessional behavior;
- Disregard of dress and grooming standards or personal hygiene;
- Excessive lateness;
- Excessive absenteeism;
- Violation of safety or health rules;
- Unsatisfactory performance or conduct;
- Unauthorized and/or non-business related access, use or disclosure of electronic protected health information;
- Unauthorized and/or inappropriate use of MLH information system resources;
- Inappropriate representation of MLH via public communication vehicles or social networks (e.g., calling into a radio station, Facebook, MySpace, etc.);
- Failure to comply with MLH IS Security policies and procedures;
- Failure to follow the MLH Standards of Conduct;
- Failure to comply with Employee Health policies and procedures (PPD, Flu Vaccination, Hepatitis B Vaccination, Respiratory Fit Testing, etc.);
- Failure to comply with the mandatory requirements of your position, which includes, but is not limited to competency education, training, licensure, or other requirements of your position.

Non-Compliance

Violations of this policy will lead to immediate counseling and/or Progressive Corrective Intervention, up to and including termination of employment. Any Intervention requiring the employee to refrain from reporting to work for a period of time may be without pay.

PROCEDURE

Managers

- Document the occurrence of any unacceptable behavior.
- Meet with the employee to discuss the facts surrounding any non-compliance and review the necessary corrective intervention.
- Ensure confidentiality in addressing any situation.

Employees

- Notify their manager if they are involved in an event as the recipient or as a witness of the inappropriate actions or disruptive behavior of an employee, volunteer or physician.

Reference: MLH Performance Management in a Just Culture
MLH Physician Code of Conduct Policy
MLH Workplace Violence Policy
MLH Sexual Harassment Policy
MLH Tobacco and Nicotine Use Impact on Employment
MLH Smoking Policy

Related Policies: Administrative IS Security Policies and Procedures
Administrative MLH Standards of Conduct Policy

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