

# CODE OF CONDUCT

Covenant Health System desires that all patient care activity take place in an atmosphere of collegiality, cooperation, and professionalism. Members of the Medical Staff are expected to conduct themselves in a manner consistent with and supportive of Covenant Health System's mission, vision and core values.

## **Mission and Values**

Members of the Medical Staff acknowledge that Covenant Health System is a faith-based ministry based on Catholic and Methodist traditions and principles whose mission is to care for the whole person - body, mind, and spirit - and to improve the health and quality of life in our communities. Our four core values – Dignity, Excellence, Service, and Justice – serve as guiding principles.

## **Respectful Treatment**

All members of the Medical Staff of Covenant Health System (Hospital) shall treat others with respect, courtesy, and dignity and conduct themselves in a professional and cooperative manner.

## **Safe Environment of Care**

Members of the Medical Staff acknowledge and agree that the protection and safety of patients, employees, physicians and others in the Hospital and the orderly operation of the Hospital are paramount.

## **Patient Care**

Members of the Medical Staff agree to provide care to patients consistent with generally recognized standards of care. Medical Staff members further agree to actively help educate patients and their families regarding the medical condition for which the patients are receiving care and treatment. Additionally, members of the Medical Staff agree to coordinate care, treatment, and services with other practitioners and Hospital staff as appropriate and seek consultation whenever warranted by patient's condition. Medical Staff members also agree to provide continuity of care for patients and delegate responsibility of diagnosis and/or treatment of hospitalized patient to a practitioner who is qualified to provide necessary care.

## **Language and Behavior**

Members of the Medical Staff agree to refrain from engaging in any behavior that may impair the ability of the healthcare team to provide quality care and/or otherwise create a hostile or intimidating work environment. Prohibited conduct includes, but is not limited to, making offensive or derogatory comments, racial or ethnic slurs, sexual comments/innuendos, threats of violence, using foul language, acting in a rude, intimidating or otherwise unprofessional manner, engaging in retaliatory conduct, criticizing individuals in inappropriate forums.

## **Harassment/Discrimination**

Members of the Medical Staff also agree to refrain from engaging in any form of unlawful discrimination or harassment based upon any legally protected characteristic, including race, color, religion, national origin, sex, sexual orientation, pregnancy, age, disability, or military status. Harassment is defined as unwelcome verbal, visual, or physical conduct that creates an intimidating, offensive, or hostile work environment that interferes with work performance. Sexual harassment, specifically, includes making unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature that is unwelcome and offensive to individuals who are subjected to it or who witness it.

Because of the unique legal implications surrounding sexual harassment, a single confirmed incident requires a meeting to be held with the Medical Staff member to discuss the incident.

### **Corrective Action for Inappropriate Conduct**

Collegial and educational efforts may be used by Medical Staff leaders to address inappropriate conduct. Collegial steps, including counseling, warnings, and meeting with a practitioner, may be taken to address complaints about inappropriate conduct. However, a single incident of inappropriate conduct or a pattern of inappropriate conduct may warrant immediate corrective action in accordance with the Medical Staff Bylaws, Rules and Regulations.

### **Confidentiality**

Members of the Medical Staff agree to maintain confidentiality of patient care information at all times, in a manner consistent with all relevant laws. Members of the Medical Staff shall also abide by the Medical Staff Rules and Regulations regarding confidentiality of peer review files and process.

### **Compliance**

Members of the Medical Staff agree to abide by Hospital Bylaws, Medical Staff Bylaws, Rules and Regulations and policies, applicable laws and regulation of governmental agencies, Corporate Compliance policies, and applicable standards of accrediting organizations including the Joint Commission on Accreditation of Healthcare Organizations. Failure to comply with the provisions of this Code of Conduct policy may result in corrective action in accordance with the Medical Staff Bylaws, Rules and Regulations.

### **Reporting Concerns About Safety or Quality of Care.**

Members of the Organized Medical Staff are encouraged to report their concerns about patient safety or quality of care to any of the following Covenant Health System (CHS) leadership: Chief Executive Officer, Chief Operating Officer, Chief Medical Officer, Chief of Staff, or the Medical Director of Quality. Concerns may also be reported to any member of the Joint Commission/Regulatory department at 725-3838. By reporting issues directly to Covenant leadership, it will help us conduct a timely and appropriate response.

In keeping with our commitment to meet the Joint Commission standards, CHS takes this opportunity to inform you that if you have concerns about patient safety and quality of care here at CHS, you may also choose to report concerns to the Joint Commission at 1-800-994-6610, or online at [www.jointcommission.org](http://www.jointcommission.org). Any member of the Medical Staff can report directly to the Joint Commission without fear of retaliatory or disciplinary action being taken by Covenant Health System.

**By my signature below, I certify that I have received and agree to Covenant Health System's physician CODE OF CONDUCT.** I agree to comply fully with the standards, policies, procedures and other provisions of the Code of Conduct. I understand that compliance with the provisions contained in the Code of Conduct are a condition of obtaining and retaining medical staff credentials and privileges at Covenant Health System. I also understand that the Covenant Health System may from time to time amend, modify and update the Code of Conduct pursuant to the Bylaws and Rules and Regulations of the Covenant Health System and the Medical Staff.

Physician Signature \_\_\_\_\_

Date \_\_\_\_\_

Printed Name: \_\_\_\_\_