

COPLEY MEMORIAL HOSPITAL

POLICY & PROCEDURE

Title: Employee Work and Behavior Expectations

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PURPOSE

To set forth the general guidelines for conduct and performance expected of Copley Memorial Hospital (CMH) employees.

POLICY

It is the policy of CMH that all employees be treated with respect and dignity as we work towards the common goal of providing top quality care to our patients. Employees are expected to follow work rules, perform their job duties, and follow all clinical procedures. These three expectations of all staff are necessary to reduce any risk to themselves, our patients and visitors, and the hospital, and to maintain uninterrupted and quality services to all of our customers. Employees need to always be mindful of the work rules, their job duties, and all clinical procedures that need to be followed. Focusing on the work at hand, and avoiding mental distractions results in less human errors and is the responsibility of every employee.

PROCEDURE

A. **WORK RULES**

Some work rules include, but are not limited to, those listed below. Noncompliance with work rules will normally result in progressive disciplinary action (see HR policy Disciplinary Procedures).

1. **Solicitation/Distribution**

- a. Solicitation of any kind is not allowed during working time. Exception: Any activity or drive whose proceeds benefit the hospital, its employees, or the Rush Copley Healthcare Foundation. (ie United Way campaign, Foundation appeal, etc). "Working time: includes the working time of both the employee doing the solicitation or distribution and the employee to whom it is directed, but does not include break, lunch, or other duty free periods of time.
- b. Solicitation is strictly prohibited by non-employees on CMH property or within the confines of the CMH premises.
- c. Solicitation is prohibited at all times in any work areas, patient care, treatment, surgery, examination, delivery or admitting rooms, patient care lounges, or patient care waiting rooms and their adjoining corridors, stairways, and elevators.
- d. Solicitation by employees is allowed in the cafeteria, locker rooms, break rooms, parking lot and other non-patient or non-work areas.
- e. Distribution of any kind is not allowed during working time.

- f. Distribution is prohibited at all times in any work areas, patient care, treatment, surgery, examination, delivery or admitting rooms, patient care lounges, or patient care waiting rooms and their adjoining corridors, stairways, and elevators.
- g. Distribution is strictly prohibited by non-employees on CMH property or within the confines of the CMH premises.
- h. Distribution by employees is allowed in the cafeteria, locker rooms, break rooms, parking lots, and other non-patient or non-work areas.
- i. No non-work related posters, signs or other information may be posted on hospital bulletin boards or other property.
- j. Non-employees are not allowed to use the hospital internal mail system.
- k. Personal mail for employees will not be accepted or handled.
- l. Off-duty employees are considered as non-employee if they are within the confines of CMH for more than 15 minutes before or after their shift.

2. Smoking

The CMH campus, including all buildings and grounds, is a smoke-free environment. No smoking is permitted at any time inside the hospital, the Physician Office building, in the parking garage, or on the campus grounds. Smoking is only permitted inside personal vehicles during employees' 30-minute meal breaks. Due to time constraints, employees are not entitled to access their vehicles for smoking during 10-minute breaks.

3. Personal Telephone calls/Personal Electronic Devices

Employees are discouraged from using work telephones for personal use. Staff may not use any type of personal electronic device that is not business-related (cell phones, ipods, ipads, smart phones, etc) during work time. This includes activities related to voice, picture taking, video, web access, and texting activities. These devices should not be carried by any employee unless special permission has been granted by a manager for emergency or business use. Employees can use their electronic devices only during breaks or meal periods and only in break rooms or the cafeteria area. Staff are discouraged from using electronic devices in other areas of the medical center. Only electronic devices that are business-related are to be used in the building and while working

4. Receiving visitors

Employees are not to have friends, relatives, and acquaintances visit them while working. Staff should visit patients only during non-work time.

5. Parking

Employees are to follow all parking rules and regulations per the Parking policy.

6. Attendance

Satisfactory attendance at work is expected of all employees. Attendance guidelines should be followed per the Attendance policy.

7. **Off-Duty Employees**

Employees who are no longer working should not be on campus without a business need relating to the hospital, unless they are visiting a patient or are being medically treated.

B. **SERIOUS OFFENSES / MISCONDUCT**

- Serious offenses in violating work rules, job duties, or the failure to follow certain clinical procedures will result in disciplinary action, up to and including termination of employment.
- CMH reserves the right to forego progressive discipline in these areas of serious misconduct or reckless behaviors.
- If possible, any issue of a serious offense should be discussed with Human Resources prior to any disciplinary action with an employee.

1. **Gross Misconduct/Disruptive behavior**

Following are some examples of behaviors regarding work rules and job duties that are considered gross misconduct and disruptive behavior (behaviors that undermine a culture of safety). This list is not meant to be all-inclusive, but illustrative.

- Insubordination, including refusal or failure to follow reasonable instructions by a manager.
- Dishonesty, stealing, malicious destruction or unauthorized possession or removal of any property belonging to the hospital, patients, visitors or fellow employees.
- Sleeping while on duty.
- Falsification of timecards or other hospital records, including providing false information on employment applications or resumes.
- Violation of confidential information relating to the business of Copley, or violating the confidentiality of the patient's right to privacy and HIPAA regulations. See policies Confidentiality, Employee Discipline for Compromising HIPAA Violations, HIPAA Definitions.
- Unauthorized possession of weapons.
- Use of profane, abusive or offensive language, or engaging in rude or discourteous behavior.
- Discourteous conduct toward a patient, patient's family, physician, manager, fellow employee or visitor.
- Walking off the job without permission or unauthorized absence from assigned work areas.
- Fighting, threatening actions, bullying, verbal outbursts, condescending attitudes, or other intimidating and disruptive behavior while on Copley property or engaged in Copley business.
- Reporting to work while under the influence of alcoholic beverages or illegal or controlled drugs/substances, or the

possession of them while on Copley property or engaged in Copley business.

- Gross neglect of job duties and responsibilities.
- Harassment of any kind, including sexual harassment.

2. Red Rules

There are certain clinical procedures that when not followed result in behavior by the employee that is considered reckless and undermines a culture of safety. In these situations, since the employee knew of, or should have known, the procedure/process, the risk to our patients is unacceptable.

These clinical procedures are considered **RED RULES**, meaning they are fundamental to patient safety and must be adhered to without deviation. They are easy to remember, few in number, and most patients are cared for with one or more of these procedures. They are the basics of patient care and treatment that staff should be able to do 100% of the time. When these steps are not followed, the care process will be interrupted, corrections made and care resumed. These procedures include the following:

- **High Alert medications:**

High alert medications will be independently **double checked** by two authorized healthcare providers prior to administration. Double check includes: Drug Name, Drug Dose, and Infusion Pump rate and concentration setting if applicable. (Reference Policy: High Alert Medications)

- **Patient Identification:**

All patients will be identified with **two identifiers** prior to any and all patient-associated tasks, including the administration of medications, treatments, therapies, procedures, transfer to another unit/service; transcription, entry, and verification of physician orders; dispensing medications; blood band verification; discharge instructions; handling PHI and all tasks related to diagnostic test results processes. (Reference Policy: Patient Identification and Banding in Inpatient and Outpatient Areas. Some patient identification errors may also be HIPAA violations resulting in disciplinary action under the Employee Discipline for HIPAA Violations policy.)

- **Specimen Labeling:**

All laboratory/pathology specimens will be immediately labeled with the correct patient identification at the point of collection/at the bedside. (Reference Policy: Patient ID and Banding)

- **Verification Process for Surgical and Invasive Procedures:**

Time outs must be performed prior to all surgical and invasive procedures. (Reference Policy: Verification Process for Surgical and Invasive Procedures.)