

Rush Copley Medical Center

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

Employees of Rush Copley Medical Center (“RCMC”) will be expected to follow the general guidelines for conduct and performance outlined in this policy, and are expected to treat one another with respect and dignity as they work towards the common goal of providing top quality care to our patients. Employees are expected to follow work rules, perform their job duties in accordance with established policies and protocols, and follow all clinical procedures and protocols. These expectations are necessary to reduce risk to employees, patients, visitors, and the hospital, and to maintain uninterrupted and high-quality services to all of our customers.

Applicability:

For the purpose of this policy, Rush Copley encompasses Copley Memorial Hospital, Rush Copley Medical Group NFP, and all subsidiary corporations.

Definitions:

Authorized Activity: System-sponsored activities connected with the Foundation, or other charities or activities directly related to RCMC or any of its affiliates or to its mission.

Rush Copley Property: includes but is not limited to any building owned or leased by Rush Copley for the purposes of conducting business on behalf of the organization, all private grounds around such properties, including parking lots and areas of entrance and exit onto RCMC property.

Patient Care Area: includes immediate patient care areas such as patient rooms, patient lounges, patient waiting areas, operating rooms, and places where patients receive procedures, therapies, treatment or care, or in any other area that would interfere with patient care or disturb patients, including but not limited to hallways in patient treatment areas or rooms used by patients for consultations with physicians or meetings with family or friends.

Solicitation and Distribution: includes distribution of written material or verbal solicitation of others to join or contribute to any organization, fund, activity or cause, whether it be of an educational, commercial, political, religious or charitable nature (except an Authorized Activity), including but not limited to any request to sign a petition or other request of membership, support, contribution or sale of goods on behalf of any organization, fund, activity or cause.

Work Areas: includes all areas (including patient care areas) where employees are performing actual job duties, except cafeterias, gift shops, employee lounges, lobbies

and parking areas, except as those may be work areas for individuals who are employed in those areas (e.g. cafeteria or gift shop workers).

Working Time: that period of time for all involved individuals between when an employee is scheduled to start work and their scheduled quit time, with the exclusion of meal breaks and designated rest periods.

Procedure

Work Rules

Work rules include, but are not limited to, those listed below. Noncompliance with work rules will normally result in progressive disciplinary action.

A. Solicitation/Distribution – See Exhibit A

1. Solicitation by employees of any kind is not allowed during working time or in work or patient care areas as defined above. Exception: Any activity or drive whose proceeds benefit RCMC, its employees, or the Rush Copley Healthcare Foundation (e.g. United Way campaign, Foundation appeal, etc.).
2. Solicitation by non-employees is prohibited at all times and in all areas unless otherwise participating in an Authorized Activity as defined above.
3. Distribution by employees of any kind is allowed only in non-work areas when neither party is scheduled or otherwise supposed to be working.
4. Distribution is strictly prohibited by non-employees at all times and in all locations on RCMC property.
5. No non-work related posters, signs or other information may be posted on hospital bulletin boards or other property.
6. Non-employees are not allowed to use the hospital internal mail system.
7. Personal mail for employees will not be accepted.
8. Off-duty employees are considered non-employees for purposes of this policy if they are within the confines of RCMC for more than 15 minutes before or after their shift.

B. Smoking

The Rush Copley campus and that of all Rush Copley Medical Groups and all subsidiary corporations, 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 (including inside of parked vehicles), or on the grounds of any RCMC owned or leased building. Smoking is only permitted inside personal vehicles parked in surface parking lots during employees' 30-minute meal breaks. Due to time constraints, employees are not entitled to access their vehicles for smoking during 10-minute breaks.

C. Personal Telephone calls/Personal Electronic Devices

Employees are discouraged from using RCMC telephones for personal use. They are to use their own personal electronic devices in a manner that does not disrupt patient care and does not create a negative impression in any patient care or working area.

Staff is not to use any type of personal electronic device to capture or transmit identifiable images of patient(s), visitor(s), employee(s), physician(s) or volunteer(s) unless it is in full compliance with applicable RCMC policy (see Refer to Policies below).

D. Receiving visitors

Employees are not to have friends, relatives, or anyone else visit them during their work time. Staff should visit patients only during non-work time.

E. Parking

Employees are to follow all parking rules and regulations.

F. Attendance

Satisfactory attendance at work is expected of all employees. Employees are to understand and abide by the Attendance guidelines set forth by Human Resources for the organization and/or by their individual department or division.

G. Off-Duty Employees

Employees who are no longer working should not be on campus without a business need relating to the organization, unless they are visiting a patient or are present for medical care or treatment.

Serious Offenses/Misconduct

- Serious violations of work rules, or the failure to perform job duties or to follow certain clinical or other procedures will result in disciplinary action, up to and including termination of employment.
- RCMC reserves the right to skip steps in progressive discipline in cases of serious misconduct or reckless behaviors.
- In most cases, serious offenses that may warrant skipping disciplinary steps or moving immediately to termination should be discussed with Human Resources prior to implementation of disciplinary action.

A. Gross Misconduct/Disruptive behavior

Following is a list of some behaviors that are considered gross misconduct and or disruptive behavior that undermines a culture of safety. This list is not meant to be all-inclusive.

- Breaching confidentiality relating to any part of the business of RCMC; violating the confidentiality of a patient's right to privacy and HIPAA regulations.
- Dishonesty, stealing, malicious destruction or unauthorized possession or removal of any property belonging to the hospital, patients, visitors or fellow employees.
- Disrespectful, unprofessional, demeaning, threatening, inflammatory or abusive language or behavior toward an employee, physician, volunteer, patient or visitor to the organization.
- Intention violation of known company or department rules, policies, procedures or guidelines.
- Falsification or unauthorized alteration of time records or any other hospital record(s), including providing false information on employment applications or resumes or any other official document of the organization.
- Fighting, threatening behavior, acts of violence, bullying, verbal outbursts, use of obscene, abusive or threatening language or gestures, or demonstration of any other form of intimidating or disruptive behavior.
- Gross neglect of job duties and responsibilities.
- Harassment of any kind, including but not limited to sexual harassment.

- Insubordination, including refusal or failure to follow reasonable, lawful instructions by a manager concerning any job-related matter.
- Possession of firearms or any other type of weapon while on company property in violation of the Illinois Firearm Concealed Carry regulations.
- Reporting to work while under the influence of alcohol or legal / illegal controlled drugs/substances, or the possession of them while on RCMC property or engaged in RCMC business.
- Retaliation against any individual for speaking up about disruptive behavior, safety concerns or any other issue.
- Sleeping while on duty.
- Use of profane, abusive or offensive language or engaging in rude or discourteous behavior.
- Walking off the job without permission or unauthorized absence from assigned work areas.

B. 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 of, 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.
- Patient Identification:
All patients will be identified using **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.
- Specimen Labeling:
All laboratory/pathology specimens will be immediately labeled with the correct patient identification at the point of collection/at the bedside.
- Verification Process for Surgical and Invasive Procedures:
Time outs must be performed prior to all surgical and invasive procedures.

Refer to Policies

Patient Identification and Banding in Inpatient and Outpatient Areas
Attendance
Disciplinary Procedures
Confidentiality
High-Alert Medications
Parking
Photograph/Videotaping/Recording Images
Smoking Regulations
Universal Protocol-Verification Process for Surgical and Invasive Procedures

Exhibit A

	Solicitation	Distribution
Employees	Allowed...during non-work time only (meal breaks or rest breaks)	Allowed...only in non-work areas when neither party is supposed to be working
	Prohibited...during the working time* of the employee soliciting or being solicited Prohibited...at all times in patient care or treatment areas, or in any other area that would cause disruption of health care operations or disturbances of patients	Prohibited...during the working time* of the employee distributing or receiving the distribution Prohibited...at any time for any purpose in working areas.**
Non-Employees	Allowed...never	Allowed...never
	Prohibited...at all times and in all areas including parking lots, cafeteria, etc.	Prohibited...at all times and in all areas including parking lots, cafeteria, etc.

*Working time excludes break time, meal time, and other times when employees are not expected to be engaged in their work tasks.

**Working areas includes all areas in the designated work location except cafeterias, employee lounges, lobbies, and parking areas.