VA Hospital Policy Memorandum 578–09-001-108 (R1) Hines, IL 60141 March 10, 2014

Attachment B

**EDWARD HINES, JR. VAH**

**CODE OF CONDUCT**

The leadership and staff of the Edward Hines, Jr. VAH are committed to integrity in support of VHA’s mission, vision, and values. We honor this commitment by establishing and abiding by a Code of Conduct. In professional practice and personal spirit, we individually model behavior that reflects our values. We respect and obey the law. We are diligent and report any questionable conduct. Each day we work to create and support a culture that reinforces doing the right thing.

The attached Code of Conduct does not describe all policies and practices, nor is it intended to. It does, however, set clear, written expectations for behavior for everyone associated with the hospital: employees, contractors, vendors, and suppliers.

The Edward Hines, Jr. VAH provides quality clinical care through excellence in research, education, and the dedication of staff to the patients it serves. Our collaborative culture is respectful and benefits patients, employees and our communities.

It is our pledge that our conduct exemplifies our Mission Vision and Values.

**Our Mission:**

Our Mission is to serve the healthcare needs of America's veterans.  
  
This is accomplished through a comprehensive, integrated healthcare delivery system that provides excellence in healthcare value, excellence in service as defined by its customers, and excellence in education and research. VISN 12 is also an organization characterized by exceptional accountability, and by being an employer of choice.

**Our Vision:**

Our Vision is to be a veteran’s healthcare system that supports innovation, empowerment, productivity, accountability and continuous improvement. Working together, we provide a continuum of high quality healthcare in a convenient, responsive, caring manner --- and at a reasonable cost.

**Our Values:**

Our core Values provide the foundation for fostering organizational and service excellence. Our Values frame our interactions with our veterans and each other.   
  
**Trust** means having a high degree of confidence in the honesty, integrity, reliability and sincere good intent of those with whom we work, the services that we provide, and the system of which we are a part. Trust is the basis for the caregiver-patient relationship and is fundamental to all that we do in healthcare.  
  
**Respect** means honoring and holding in high regard the dignity and worth of our patients and their families, our co-workers, and the system of which we are a part. It means relating to each other and providing services in a manner that demonstrates an understanding of and a sensitivity and concern for each person's individuality and importance.  
  
**Excellence** means being exceptionally good and of the highest quality. It means being the most competent and the finest in everything we do. It also means continually improving what we do.  
  
**Compassion** means demonstrating empathy and caring in all that we say and do. It means sharing in the emotions and feelings of our co-workers, our patients and their families, and all others with whom we are involved.  
  
**Commitment** means dedication and a promise to work hard to do all that we can to provide service to our co-workers and our patients that is in accordance with the highest principles and ethics governing the conduct of the healthcare professions and public service. It is a pledge to assume personal responsibility for our individual and collective actions

**We Maintain a Safe and Respectful Work Environment**

**We Respect Others.**

We value each person and treat each other with dignity. People flourish when they feel safe and respected in any environment-free from overt or implied harassment.

Each of us supports and respects one another by keeping the workplace free of discrimination based on race, creed, color, gender, age, national origin, disability, marital status, religion, sexual orientation, receipt of public assistance, or any other classification protected by law. Simply put, illegal discrimination has no place in our culture: It’s neither justified, nor acceptable.

We intend to employ staff, contractors, and vendors worthy of trust. We hold the right to disqualify someone from employment because of verified criminal history or exclusion from a federally funded healthcare program.

**Our Workplace is Free of Disruptive Behavior.**

It’s important to recognize that harmonious and respectful relationships among staff in the healthcare industry are essential ingredients of quality care. It is for this very reason that we have identified the abolition of disruptive workplace behaviors as a point of emphasis within our Code of Conduct. Examples of disruptive behavior that will not be tolerated by staff, contractors, or vendors include but are not limited to:

* Threatening, profane, or abusive language directed at staff, patients, or visitors (e.g. belittling, berating, or intimidating another individual)
* Degrading or demeaning comments regarding patients, families, staff, or the hospital
* Inappropriate physical contact with another individual that is threatening or intimidating
* Public derogatory comments about the quality of care provided by other physicians and health care providers
* Inappropriate medical record entries concerning the quality of care being provided by the hospital, contractor, or vendor

**Our Workplace is Free of Unsafe Personal Behavior.**

As models for high standards of health and safety, we act in accordance with policies and meet expectations for safe and prudent behavior in the workplace.

We have zero tolerance for any inappropriate conduct that violates the code of conduct.

We have a zero tolerance policy for anyone using or being under the influence of illegal drugs or alcohol while fulfilling ANY duty on behalf of this hospital.

**Our Workplace is Free from Religious or Political Affiliation**

Individuals are free to participate in political or religious activities and contribute their own resources while on their own time and acting as an individual. Employees may run for and hold non-partisan or political office. The Veteran’s Healthcare Administration will never provide funds, property, or services to any candidate, religious or political organization or campaign.

**Business Integrity is Central to Our Relationship with Patients.**

We base our medical and business decisions on the best possible care for our patients, not our own personal financial interest. We refer patients for additional care to internal and external sources based on need. We are loyal to the Veterans Healthcare Administration and hold our contractors and vendors at arms’ length. We disclose personal relationships or business dealings with any third party to make sure our decisions are made in the best interests of our staff and patients. Additionally, we will not tolerate deceit, intimidation, price discrimination, or other unfair practices with our business vendors.

Hospital staff, contractors, and vendors are prohibited from accepting any offer of cash or gifts in exchange for referrals or business favors and, further, avoid the appearance of improper influence in its business relationships through the continued circulation and staff review of The Fourteen Principles of Ethical Conduct and associated VHA regulations.

**SUMMARY**

By doing what is right, we show respect to each person-patient, peer, co-worker, student, and business partner. Together we shape an environment free of harassment, discrimination, and harmful or criminal behavior. We take this responsibility personally and expect it of others.

It is our obligation to report illegal or unethical conduct or suspected violations of this code. Edward Hines, Jr. VAH take all reports seriously and does not permit harassment or retaliation against those who act in good faith to report an incident or behavior that violates the Code of Conduct, VHA policy, or laws.

I certify that I have reviewed and agree toEdward Hines, Jr. VAH Code of Conduct for Edward Hines, Jr. VA Hospital. 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 is a condition of employment.