

405 – CONDUCT

KEYWORDS: Behavior, conduct, ethics, disclosure, confidential, satisfaction, safeguarding.

PURPOSE: To ensure that St. Joseph's staff and vendors adhere to practices set forth by St. Joseph's Healthcare System.

SCOPE: All St. Joseph's Healthcare facilities.

DEFINITIONS: A set of conventional principles and expectations that are considered binding on any person who is a member of a particular group. Expectations of employees in all aspects of their work, but especially in regards to compliance and ethics. These expectations extend throughout the organization. Employees have a responsibility and commitment to hold themselves to the highest legal and ethical standards, which should always be reflective in their decisions and actions. The Employee Code of Conduct is designed to assist employees in making decisions, and to help them understand when to seek more information.

405.1 POLICY

405.1A It is the policy of St. Joseph's Regional Medical Center that employees adhere to acceptable business and social principles in matters of personal conduct and exhibit a high degree of personal integrity at all times. This not only involves respect for the rights and feelings of others but also demands that in their work and personal life employees refrain from behavior that may be unfavorable or harmful or viewed as such to the Medical Center, patients, visitors, and co-workers.

405.1B Whether employees are on duty or off, their conduct reflects on St. Joseph's Regional Medical Center. Therefore, employees are expected to observe the highest standards of conduct and professionalism at all times.

405.2 GUIDELINES AND CRITERIA

405.2A Employees are encouraged to speak and act so as to bring credit and pride to themselves and to the Medical Center. By following the guidelines below, employees will accomplish this goal.

Courtesy – It is not only what employees do or say but **how** they do and say it that is important. A polite word, a “please” and “thank you” make St. Joseph's a more pleasant place to work for everyone.

Cooperation – St. Joseph’s achieves its purpose best if everyone conducts themselves as part of the team. Cooperation with fellow employees and consideration of their rights and feelings make a harmonious work environment.

Ethics – It is incumbent on employees to respect patients’ rights to privacy. Individual history, illness, personal affairs, behavior, etc. should not be discussed **IN** or **OUT** of St. Joseph’s.

Honesty – It is the responsibility of employees to safeguard their own property, that of the Medical Center, patients, and fellow employees by taking proper precautions. Employees are to report any person or circumstance which arouses suspicion to their immediate supervisor. Discovery of theft must be reported immediately so that appropriate steps may be taken for investigation.

Sobriety – Use of alcoholic beverages and/or unauthorized and/or illegal drugs on Medical Center premises, or reporting to work under the influence of either, is unacceptable conduct.

405.2B The following policies, rules and regulations cannot possibly be exhaustive of all performance expectations but do set forth certain criteria which are more frequently the basis upon which discipline is imposed. The following conduct by an employee will generally warrant the imposition of disciplinary action.

Attendance

- Unauthorized absence from assigned area during regularly scheduled work time.
- Excessive unauthorized absenteeism and/or frequent unauthorized absenteeism in conjunction with scheduled days off.
- Lateness and/or leaving work early without authorization.
- Failure to properly call in and report absence and/or lateness to your supervisor.
- Leaving work without permission during work time.

Conduct

- Unauthorized use of St. Joseph’s telephones or using St. Joseph’s telephones for personal business.
- Insubordination or refusal to accept/perform a work assignment.
- Failure to perform a work instruction or assignment.
- Use of vile, intemperate, or abusive language.
- Illegal or unprofessional conduct.
- Use of, unauthorized possession or, or dispensing of alcoholic beverages on St. Joseph’s premises or reporting to work under the influence of alcohol.
- Use of, dispensing of, or possession of a narcotic or other controlled drug without proper authorization.
- Threaten, intimidate, strike, or coerce a patient, employee, or any other person on St. Joseph’s premises.
- Any willful act or conduct detrimental to patient care or St. Joseph’s operations.
- Disregard concerning personal appearance, uniforms, dress, or personal hygiene.
- Going to or being found in the cafeteria, coffee shop, or snack areas at times other than those authorized.

- Eating food in unauthorized areas.
- Going to and/or being present in unauthorized area.
- Failure to be in complete, approved uniform.
- Failure to be fully alert or sleeping during work time.
- Sexual harassment or creating a hostile environment.

Ethics and Public Relations

- Misrepresentation or falsification of employment application, benefit forms or any other St. Joseph's record.
- Being discourteous to a St. Joseph's employee, patient, and/or visitor.
- Unauthorized posting or removal of information on bulletin board.
- Falsifying, altering, or omitting pertinent data from any St. Joseph's record.
- Unauthorized possession, use, copying, or reading of any St. Joseph's record, disclosure of information contained in such record to any unauthorized person.
- Soliciting or accepting gratuities from patients, visitors, or staff.
- Making false, malicious, or vicious statements concerning any employee of St. Joseph's, or its services.

Financial and Legal Matters

- Larceny, misappropriation, or unauthorized possession or use of property belonging to St. Joseph's or to any employee, visitor, or patient.
- Failure to report errors or omissions relevant to the care and treatment of a St. Joseph's patient.
- Failure to report on-the-job injury.

Performance

- Failure to meet standards of work performance.
- Neglect of duty, including unauthorized absence from the work area, and/or negligence in the performance of assigned duties, or failure to perform the job competently.
- Inadequate job performance.

Security and Property

- Possessing, operating, or using any machine, implements, supplies, or equipment to which you have not been assigned.
- Possession of a weapon on St. Joseph's premises.
- Gambling, conducting games of chance, or possession of gambling devices on St. Joseph's premises.
- Damage to equipment due to carelessness.
- Forging or signing another employee's signature and/or cashing another employee's check.
- Negligence or deliberate damaging, defacing, destroying, or misuse of St. Joseph's property or property of another employee, patient, or visitor.
- Failure to bring any lost and found article to the Security Department.
- Refusing to fully cooperate with Security Officers in the performance of their duty.
- Failure to have I.D. Badge on person or to show upon request from authorized personnel, transferring, or altering I.D. Badge.

- Using another employee's I.D. Badge to record time, or requesting or permitting another employee to use your I.D. Badge to record time.
- Failure to comply with traffic and parking regulations on St. Joseph's premises.
- Theft of St. Joseph's property or the property of another employee, patient, or visitor.

Safety and Sanitation

- Unauthorized consumption of food at work station.
- Creating unsafe or unsanitary conditions, or contributing to such condition by act of omission.
- Smoking in unauthorized areas or at unauthorized times.
- Violation of established safety practices.

General

- Failure to comply with any other policy, rule or regulation of St. Joseph's or failure to comply with the performance expectation of St. Joseph's.