

 Kaleida Health POLICY	Title: Standards of Personal Conduct	# HR.15
	Owner: Human Resources	Issued: 12/8/99
Keywords: conduct, cell phone, behavior, values		

I. Statement of Purpose

Kaleida Health’s mission is to advance the health of our community. Kaleida Health’s reputation and thereby its success, depends to a large degree on the personal conduct of its workforce. Kaleida Health’s workforce is expected to act professionally and ethically at all times. Any activity or behavior that is inconsistent with Kaleida Health’s values, behaviors and ordinary and reasonable conduct necessary for the safety of our patients, visitors, employees and/or the orderly operation of the System, will be subject to disciplinary action up to and including termination. As used in this policy, the term “System” means Kaleida Health and each of its divisions, subsidiaries, and operating or business units.

II. Audience

This policy and procedure applies to all Medical Staff members, hospital staff, clinic and nursing home staff at Kaleida Health, including employees, students, interns, residents and volunteers. It also governs consultants, contractors and vendors of Kaleida Health, as applicable. For purposes of this policy, the term "hospital staff" shall include nursing home staff, and the term "hospital" shall include Kaleida Health hospital-based skilled nursing facilities, except as otherwise noted in this policy.

III. Instructions

A. To ensure that the minimum acceptable standards of personal conduct are clear and understandable, the values and expected standards of conduct are listed below. Individual departments or other policies within Kaleida Health may mandate additional rules, terms and conditions of employment.

1. **Kaleida Health’s Values**

- a. **Patient-centered** – We put our patients and families first
- b. **Excellence** – As a team, we pursue exceptional performance with passion
- c. **Accountability** – We take personal responsibility for delivering results
- d. **Integrity** – We demonstrate honesty in everything we do

B. **Code of Conduct**

Kaleida Health strives for a relationship of collaboration, with each other, with our patients, with our customers, and with our unions. We believe this promotes a culture in which management and all employees can find meaningful and fulfilling work in providing exceptional health care. It also ensures we will treat all others with the dignity and respect that is their due. The Human Resources Department and Kaleida Health managers and supervisors exemplify and help lead our Mission, Vision and Values.

C. **Standards of Conduct**

- 1. Demonstrate honesty, courtesy, sensitivity, and caring in our verbal and nonverbal communications regardless of job titles or educational background.

2. Demonstrate respect and responsibility in utilizing our human, financial and material resources.
3. Be professional in our actions, words and appearance at all times.
4. Treat our patients and each other with care, courtesy, dignity, respect and confidentiality.
5. Engage in personal conduct that is legal, ethical, moral, dependable and reliable.
6. Seek, accept and provide feedback in a positive and cooperative manner.
7. Pursue lifelong learning.
8. Demonstrate and encourage respectful interpersonal relationships.
9. Perform our job duties to the best of our ability and provide safe and quality services for our patients and visitors.

D. Behaviors

1. Become a “fixer” not a “fixture”
2. Keep promises
3. Listen to others
4. Share what you know
5. Be nice and treat everyone with respect
6. Understand the impact your actions and words have on others
7. Build trust with co-workers
8. Lead by example
9. Do your best
10. Don't say “It's not my job”

- E. Per New York Codes, Rules and Regulations (NYCRR) 405.3 Administration, (e) Other reporting requirements -- when an incident(s) occurs involving an individual who is covered in this policy under “III. Scope of Practice” which leads us to deny, withhold, curtail, suspend or terminate the professional privileges as governed by the Department of Education or licensed by the Department of Health it will be reported to the applicable regulatory agency.

The action must be reported in writing by the Lead Chief Nursing Officer/Chief Nursing Executive of Kaleida Health to the appropriate governing body of the profession within 30 days of the occurrence. The regulatory agency conducts a thorough investigation of the action and determines if there is sufficient evidence that may lead to the suspension or revocation of a license. If the action involves a member of the Medical Staff, our internal Medical Affairs Office will handle and address accordingly.

The reasons for these actions include but are not limited to:

1. Alleged mental or physical impairment, incompetence, malpractice, misconduct or endangerment of patient safety or welfare;
2. Voluntary or involuntary resignation or withdrawal of association, employment or privileges with the hospital to avoid disciplinary measure;
3. and the receipt of information concerning a conviction of a misdemeanor or felony

- F. Kaleida Health strictly prohibits the following types of conduct. This list is only representative and not all-inclusive of the types of conduct that may warrant serious discipline up to and including termination without prior notice. Management reserves the right to issue disciplinary/corrective action for other inappropriate conduct or behavior not specifically stated.
1. Acts of patient abuse or any act or conduct detrimental to patient care.
 2. Absence from work for three (3) consecutive days without notice or approval
 3. Theft of property belonging to Kaleida Health or a patient, visitor or other employee. Unauthorized possession of property belonging to Kaleida Health or a patient, visitor or other employees.
 4. Possession of or drinking of alcoholic beverages on System property; or reporting to work under the influence of drugs or alcohol.
 5. Possession of weapons or firearms in any System facility, including employee parking areas
 6. Falsification or alteration of Kaleida Health records, including timecards, or time collection systems, payroll, benefits, medical, personnel, patient, computer or other official system records. Making a false statement, omitting or misrepresenting information on the employment application, employment physical form or any other System or patient record.
 7. Absence from assigned workstation without supervisory approval. Leaving the work place without permission during work time or overstaying authorized meal or rest period.
 8. Use of pagers, cell phones or PDA's in work areas except as authorized by Kaleida Health
 9. Rude or abusive language or threats to patients, physicians, visitors or employees or physical fighting on System premises.
 10. Disregard for or failure to observe Kaleida Health's safety rules that affect the life or safety of patients, visitors or employees.
 11. Unauthorized use of Kaleida Health facilities, services or hospital position including unauthorized entry or access to restricted areas.
 12. Threatening, intimidating or coercing another employee, supervisor, patient or visitor.
 13. Insubordination—including: Failing or refusing to accept a job assignment. Abusive language in addressing any supervisor or failure to perform reasonable requests of a supervisor.
 14. Sexual activities, sexual harassment or sexual comments to any patient, physician, visitor or employee. Other harassment as defined in Kaleida Policy HR.3.
 15. Use of Kaleida Health's network and/or computer systems for non-business purposes, or for personal gain, is prohibited. Games, entertainment programs and pornographic material are not to be downloaded from the Internet.
 16. The use of patient telephones for personal business. Use of company vehicles, telephones and other communication-related equipment for personal use.
 17. Soliciting or accepting gratuities or gifts for services performed at or for Kaleida Health.
 18. Sleeping on the job.
 19. Gambling or promoting gambling on Kaleida Health property.

- 20. Failure to maintain proper licensure, registration, or certification required by State, Federal or local laws.
- 21. Misusing, destroying, defacing or damaging System property or the property of another.
- 22. Failure to report for work and failure to follow call-in procedure (no call/no show) for a scheduled shift, assignment or while on call assignment.
- 23. Refusal to float to a department, assignment or unit for which the employee is competent to work.
- 24. Failure to protect patients' health information privacy or non-compliance with any terms of the Health Insurance Portability and Accountability Act.

IV. Approved by - (Include date)
 EVP Human Resources 6/7/10, 3/14
 Corporate Policy Approval Committee 7/9/10, 3/14

V. References
[HR.3](#) – Harassment

 Health Insurance Portability and Accountability Act

[Kaleida Health Mission, Vision, Values, Behaviors](#)

 NYCRR 405.3

Version History:

Effective Date:	Reviewed/ Revised
6/26/17	Reviewed no changes
3/14	Revised
6/12	Reviewed no changes
6/10	Revised
2/08	Revised

Kaleida Health developed these Policies, Standards of Practice, and Process Maps in conjunction with administrative and clinical departments. These documents were designed to aid the qualified health care team, hospital administration and staff in making clinical and non-clinical decisions about our patients' care and the environment and services we provide for our patients. These documents should not be construed as dictating exclusive courses of treatment and/or procedures. No one should view these documents and their bibliographic references as a final authority on patient care. Variations of these documents in practice may be warranted based on individual patient characteristics and unique clinical and non-clinical circumstances. Upon printing, this document will be valid for 12/28/2017 only. Please contact Taylor Healthcare regarding any associated forms.