

Children's Hospital and Health System Administrative Policy and Procedure

This policy applies to the following entity(s):

Children's Medical Group Fox Valley Hospital Surgicenter
 Milwaukee Hospital Urgent Care

SUBJECT: Medical Staff and Professional Health Care Provider Code of Conduct

DEFINITIONS:

Appropriate Behavior: Any reasonable conduct to advocate for patients; to recommend improvements in patient care; and to participate in the operations, leadership, or activities of Children's Wisconsin.

Bullying: Unwelcome and/or unreasonable actions of an individual or a group directed toward an individual or a group which intimidate, degrade, humiliate, and/or undermine. Bullying behavior is often a pattern but can also occur as a single incident. Bullying behavior can involve a real or perceived power imbalance.

Disruptive Behavior: Any abusive conduct, including sexual or other forms of harassment or other forms of inappropriate verbal or nonverbal conduct, that harms or intimidates others to the extent that quality of care or patient safety could be compromised

Harassment: Conduct toward others based on their race, religion, gender, gender identity, sexual orientation, nationality, ethnicity, or other attributes which has the purpose or direct effect of unreasonably interfering with a person's work performance or which creates an offensive, intimidating, or otherwise hostile work environment.

Inappropriate Behavior: Conduct that is unwarranted and is reasonably interpreted to be demeaning or offensive. Persistent, repeated inappropriate behavior can become a form of harassment and thereby become disruptive and subject to treatment as "disruptive behavior."

Sexual Harassment: Unwelcome sexual advances, requests for sexual favors, or verbal or physical activity through which submission to sexual advances is made an explicit or implicit condition of employment or future employment-related decisions, or unwelcome conduct of a sexual nature which has the purpose or effect of unreasonably interfering with a person's work performance or which creates an offensive, intimidating, or otherwise hostile work environment.

Original: 10/3/2022

Effective: 1/11/2023

Medical Staff and Professional Healthcare Provider Code of Conduct/Process Owner: Associate Chief Medical Officer

PURPOSE OR DESCRIPTION:

All Professional Health Care Providers (PHP) and Medical Staff members of Children's Wisconsin are expected to exhibit the highest level of professional behavior, decorum, compassion, and ethics. In accordance with this charge, the Children's Wisconsin Code of Conduct is designed to clarify common expectations and facilitate unity among the Medical Staff members and the PHP of Children's Wisconsin. It is also a statement of compliance with regulatory guidelines intended to enhance the quality of care provided by Children's Wisconsin and our patients' perception of that care.

The guidelines set forth in this Code of Conduct govern all interactions with patients, their families, other colleagues, team members, trainees, hospital employees and leaders, government agencies and their representatives, and the public at large.

POLICY

- A. Medical Staff members and PHP agree to the following:
1. To interact and communicate with all individuals in a collaborative, truthful, courteous, respectful, and dignified manner.
 2. To recognize that health care delivery is complex and to strive to provide the highest level of care by engaging in the following behaviors:
 - a. Respond promptly, collegially, and professionally when called upon for consultative or clinical services
 - b. Arrange for appropriate coverage when not available
 - c. Seek and obtain assistance and consultations from others when appropriate
 - d. Document clearly, collegially, completely, and concisely in the medical record according to adopted guidelines. Documentation should address the medical necessity of the care ordered, the level of service, and the severity of illness of the patient.
 - e. Not falsify or alter patient records
 - f. Respect patient confidentiality and privacy at all times
 - g. Adhere to Health Insurance Portability and Accountability Act (HIPAA) regulations
 - h. Maintain proficiency in use of the electronic health record as needed to complete patient care activities, including maintaining an up-to-date login and password
 - i. Follow approved procedures for release of information
 - j. Provide a prompt handoff of care during termination or transfer of care to assure that the new provider has the information needed to ensure continuity of care
 - k. Be accountable for their actions
 - l. Seek out assistance in conflict resolution when managing disagreements with others
 - m. Address dissatisfaction with policies or administrative or supervisory actions through proper leadership channels

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- n. Report all medical errors and patient harm events and communicate safety and quality of care concerns to hospital or medical leadership
 - o. Notify leadership if there are concerns about any provider who is disruptive, repeatedly violates the code of conduct, or is potentially working while impaired
 - p. Comply with all infection control guidelines and policies including hand hygiene and the use of personal protective equipment
 - q. Comply with all vaccination and health testing requirements
 - r. Maintain professional skills and knowledge through continuing education activities and complete all required educational courses
 - s. Adhere to all research guidelines and regulations
 - t. Participate in peer review and quality of care and improvement initiatives and hold in strict confidence all information related to these activities
 - u. Pay applicable annual dues and fees
 - v. Actively participate in committees and work groups when asked and available
 - w. Cooperate in quality and safety initiatives and programs to improve patient care and assure timely and accurate reimbursement
 - x. Never prescribe any controlled substance to themselves or a family member/partner or employee outside of an established provider/patient relationship
 - y. Not self-treat or prescribe other medications to themselves or a family member/partner or employee outside of an established medical relationship except in an emergency
 - z. Never participate in patient care if impaired by mental or physical illness, drugs, or alcohol
3. To engage in appropriate behavior and not to engage in disruptive behavior, harassment, or other inappropriate behavior, including but not limited to the following:
- a. Harassment, including sexual harassment
 - b. Use of abusive language, including foul language, slander, shouting, rudeness, profanity, and repetitive sarcasm/bullying
 - c. Making direct or indirect threats of intimidation, violence, retribution, litigation, or financial harm
 - d. Treating or communicating with others in a discriminatory way, including but not limited to race, age, gender, religion, national origin, medical condition, physical or mental disability, ancestry, marital status, sexual orientation, citizenship, legal status, language skills, or hearing ability
- B. All will abide by the principles of patients' rights and responsibilities
- 1. All patients have the right to concise, timely, and easily understood information about their care
 - 2. All patients have the right to informed consent and active participation in making treatment decisions, as allowed by law
 - 3. All patients have the right to a provider who will provide care that seeks to improve health outcomes, improve health care delivery, and lower cost
 - 4. All providers will provide their patients with a standard of care and recognized level of quality as measured by desirable patient outcomes, efficient resource utilization, and other tools as they are developed
 - 5. All patients and families have the right to information regarding medical errors and/or harm to the patient
 - 6. All patients have the right to know what provider incentives or restrictions might influence practice patterns
 - 7. All patients have the right to confidentiality and privacy at all times

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- C. All Medical Staff members and PHP are expected to adhere to the principles and guidelines outlined in this policy. As members of Children's Wisconsin, all Medical Staff members and PHP will have access to the Code of Conduct that is posted, with the understanding that they will review the policy and consent to its terms and conditions
1. Medical Staff members and PHP at Children's Wisconsin who do not abide by this Code of Conduct are subject to disciplinary and/or corrective actions, as outlined in the Medical Staff Bylaws and Policies.
 2. If a Medical Staff member or PHP exhibits any of the behaviors enumerated above, they may be provided with counseling, disciplined, suspended/terminated from the Medical Staff, and/or have privileges terminated in accordance with the Medical Staff Bylaws, Rules and Regulations and Credentialing Manual

Nothing in this policy shall limit Children's Wisconsin's discretion to pursue disciplinary action under its employment policies for a provider employed by Children's Hospital and Health System or Children's Wisconsin. In the event provisions of the Policy conflict with Medical Staff Bylaws, this Policy shall supersede the Bylaws.

SUPPORTIVE INFORMATION

Policy and Procedure: Harassment/Bullying/Disruptive Behavior

Policy and Procedure: Disclosure- Communication of Unanticipated Patient Outcomes

Policy and Procedure: Rights and Responsibilities

Children's Wisconsin Medical Staff Bylaws

Approved by the:

Fox Valley Medical Executive Committee August 3, 2022

Surgicenter Medical Executive Committee August 25, 2022

Milwaukee Medical Executive Committee October 3, 2022

Approved by:



Scott Turner

COO, Children's Hospital of WI

EVP, Children's Hospital and Health System

January 11, 2023

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