



Bethesda
health care

Bethesda Hospital Code of Conduct



Our Values are:

Teamwork

Respect

Integrity

Compassion

Excellence

Professionalism

Introduction and How to Use the 'Code'

Our Code of Conduct is a guide on how and what we aspire to be and do. It is about articulating the conduct and behaviours that will set us apart from others and ensure our behaviours demonstrate our values. Our Code is a living document and will be updated from time to time in consultation with staff.

Bethesda Hospital is committed to serving our patients and the community in an ethical and legally responsible manner. Our Code shall be observed by our staff, contractors, doctors, board members and anyone engaged in our work environment or acting on behalf of the organisation.

Our reputation in the community depends on you working with the Values, Statutes, Regulations, Policies and Procedures and we appreciate your compliance.

Mission

Bethesda Hospital's mission is to deliver the highest quality healthcare experience for patients.

Vision

Bethesda Hospital's vision is to be the preferred choice of doctors, staff and patients, recognised for the provision of high quality, medium acuity surgical services and palliative care.

Teamwork

We create an environment of unity and togetherness

Examples of behaviours that reinforce our value of Teamwork:

- Being open to the ideas and contributions of others.
- Sharing information, knowledge and expertise with colleagues.
- Recognising and acknowledging those who have performed well.
- Assisting and encouraging each other with a task rather than looking the other way.
- Creating an environment where we trust, grow and change together.

Examples of behaviours that conflict with our value of Teamwork:

- Taking credit for the work of others.
- Refusing to help another person in need.
- Withholding information when it would be better to share.

Respect

We recognise and acknowledge the uniqueness and value of every individual

Examples of behaviours that reinforce our value of Respect:

- Treating those we meet with respect, courtesy and sensitivity.
- Valuing the competence and expertise of our colleagues.
- Having an understanding response to inadvertent mistakes.
- Respecting a person's right to make choices.
- Communicating in a way that fosters trust and encourages others to speak openly.
- Upholding a person's right to confidentiality and privacy when dealing with information about them.

Examples of behaviours that conflict with our value of Respect:

- Showing disrespect for another person's privacy.
- Being dismissive of an individual's beliefs and ideas.
- Acting in an aggressive or bullying manner.
- Being unwilling to engage in communication that will contribute to a better working relationship with others.
- Talking about other people behind their back in an inappropriate or disrespectful way either via words, actions or gestures.

Integrity

We demonstrate honesty and trust

Examples of behaviours that reinforce our value of Integrity:

- Communicating honestly and sincerely with others, doing what you say you will.
- Trusting each other.
- Complying with work instructions and procedures.
- Keeping work related issues confidential.
- Demonstrating a good work ethic.
- Admitting to mistakes and learning from them.

Examples of behaviours that conflict with our value of Integrity:

- Not telling the truth to cover a mistake.
- Failing to communicate honestly.
- Not complying with work instructions and procedures.
- Disclosing confidential information.
- Not working efficiently, effectively and doing the job.

Compassion

We work to express God's love through a caring expression of kindness, tolerance and tenderness

Examples of behaviours that reinforce our value of Compassion:

- Treating people as we would like to be treated.
- Treating everyone fairly and with sensitivity.
- Striving to support those in need, no matter how distressed or disadvantaged.
- Seeing a situation from another person's point of view.
- Striving to meet the needs of others in a timely and respectful manner.
- Going out of our way in responding to the needs of others.

Examples of behaviours that conflict with our value of Compassion:

- Shouting, belittling or insulting others.
- Ignoring people when they need help.
- Being unwilling to listen to someone's side of the story.
- Being critical and judgemental of others.

Excellence

We excel in all that we do so that we can promote the mission of our hospital

Examples of behaviours that reinforce our value of Excellence:

- Ensuring that we work to the best of our ability.
- Having pride in our work, our workplace and our appearance.
- Providing a framework within which we exercise personal accountability.
- Being flexible when presented with alternative ideas.
- Encouraging innovation in the pursuit of better results.
- Owning up to our mistakes and learning from the experience.
- Being efficient and economical in the use and management of resources.
- Doing what we say we will do, fulfilling our promises and commitments.

Examples of behaviours that conflict with our value of Excellence:

- Tolerating inefficient or mediocre performance.
- Ignoring safety hazards in the workplace.
- Refusing to accept a challenge related to work practice or performance improvement.
- Addressing issues only when they become critical.
- Being closed to ways of improving our care.

Professionalism

We have pride in the high level of care and service we offer

Examples of behaviours that reinforce our value of Professionalism:

- Being committed to our work whilst here.
- Managing our time efficiently and being punctual.
- Strive to do the best in everything we do.
- Being responsible for our skills and competency.
- Providing competent and educated care and service.
- Carrying out our job with courtesy and respect for everyone.
- Being open, honest and accountable.
- Observe the laws, professional codes of conduct and hospital policies relevant to my role.

Examples of behaviours that conflict with our value of Professionalism:

- Behaving in a non courteous and disrespectful manner to people.
- Not working to the best of our capacity and being late.
- Not complying with policy, laws and professional codes of conduct.
- Not meeting the requirements for maintaining our skills and competency for the roles we do.
- Failing to be honest and accountable for our behaviour.

Quality of Care and Services

In undertaking our mission we at Bethesda Hospital seek to create a culture within the organisation which is characterised by the presence of God's love and by:

- a recognition that the provision of high quality patient care is our ultimate goal;
- a focus on the external and internal customer which results in the delivery of a service which consistently exceeds their expectations;
- the continuous review and improvement of processes and structures within the organisation to enhance the quality, safety and consistency of our services and the efficiency with which they are delivered;
- a supportive environment in which the worth of each individual, their needs and their contribution to the organisation are recognised and acknowledged; and
- a clear demonstration and application of the values of the Hospital throughout the organisation.

We identify ourselves with the community and endeavour to meet the needs for healing within that community both directly and in cooperation with other healthcare providers.

We desire to be a learning organisation well able to meet the challenge of change and to achieve world best practice. As a result we will actively seek opportunities to benchmark ourselves with, and learn from, other organisations.

We endeavour to be a good corporate citizen and seek to demonstrate a high moral and ethical standard in our relationships with external individuals and organisations.

Compliance with Laws, Regulations and Policies

We are committed to high standards and professional ethics and integrity when providing patient care and conducting business while following applicable laws, regulations and policies.

Ethical Behaviour

- All staff shall be committed to the core Values of the hospital.
- Staff shall comply with all lawful and reasonable direction given. Complaints arising out of such direction shall be discussed and attempted to be resolved with the employee's manager. Staff dissatisfied with the outcome can lodge a grievance to have the matter resolved as outlined in the hospital policy. Staff must continue to carry out any lawful and reasonable direction that may be given until the matter is resolved.
- Any fraudulent behaviour or misappropriation of hospital assets is not acceptable and will be acted on with due consideration and procedural fairness but may result in termination of employment if proven.

Responsibilities of Employees

All employees are expected to follow all laws, regulations and policies. Anyone who suspects or knows about a violation must report this information in the knowledge that they will not be victimised.

Responsibilities of Supervisors and Managers

Supervisors and Managers must demonstrate and promote a commitment to ethical and legal behaviour that is consistent with Bethesda Hospital values. As a leader you have the obligation to ensure that employees under your supervision.

- Know about and follow all laws, regulations and policies within the scope of their responsibilities.
- Know the procedure for reporting suspected or actual violations.
- Encourage others to ask questions and to report actual or suspected violations.
- Ensure your staff are familiar with the Whistle Blower Policy.

Human Resources

We recognise that our employees are our most valuable assets and we strive to make Bethesda Hospital the preferred place to work. We are committed to creating a workplace where employees are treated with respect and fairness, and valued for their different backgrounds, perspectives, and life experiences. We want our staff to be empowered to provide their care and attention to quality services. Everything we do in the way we treat each other is guided by human resource principles and our core values.

- We will abide by Human Resources and Employee Relations policies and procedures.
- We will treat everyone with dignity.
- We will strive to provide a work environment for all employees free from harassment and intimidation. We will not tolerate any form of behaviour that could be reasonably interpreted as harassment or unlawful discrimination against any Bethesda Hospital personnel, patients or customers.
- We will review and evaluate each employee's performance periodically in an objective consistent and uniform manner.
- We will strive to build confidence and professionalism in every employee.
- We will work to maintain open lines of communication so that the views of each employee may be considered and their opinions given proper respect.
- We will show respect and consideration for one another, regardless of status or position.
- We will maintain personal employee information confidentially.
- We will apply the Code of Conduct equally to all employees regardless of position in the workplace.
- We will provide reasonable training opportunities to assist employees to build and maintain professional skills.
- We will encourage each employee to continually evaluate existing methods of delivering services in order to discover more effective ways of allocating the resources for patient care and support services.
- We will make promotion decisions based on employee performance skills and abilities.

- We will ensure that all employees in a position requiring licensure/certification will be properly licenced/ certified by federal, state, local and professional bodies.

Occupational Safety and Health

We are committed to maintaining a work place that protects the health and safety of our patients and employees.

- We will always refer to and comply with our Occupational Safety Policies and Procedures.
- We will take all reasonable precautions and follow all safety rules and regulations to maintain a safe environment for our patients, employees and visitors.
- We will notify the presence of any unsafe conditions or practices we observe in the work environment.
- We will promptly report all spills or accidents involving waste or hazardous materials and take immediate action to prevent harm.
- We will promptly report all accidents to an employee or visitor and take immediate action
- We will train all employees in health and safety policies to reduce hazards to the health and safety of employees and others.
- We will strive to provide an environment that is free from violence.
- We will safely store, secure and count all drugs and pharmaceuticals and will immediately follow reporting procedures if any medications are reported as missing.
- We will report for duty in appropriate safety-related attire/equipment with appropriate identification, and alert and fit for duty. We will wear the appropriate safety related attire/equipment designated for specific duties.
- Managers are responsible for inspecting the work area under their control for health and safety risks, eliminating or reporting risks too management, being familiar with health and safety procedures, and training their employees in health and safety precautions.

Security of Information

- Patient and staff related information is confidential. Any information regarding patients and/or a service may not be conveyed to another person without appropriate authorisation. All staff shall comply with legislative requirements in respect to policies relating to Confidentiality and Privacy.
- Confidentiality with respect to business and finance information and security of systems shall be adhered to by all staff.

Conflict of Interest

A conflict of interest occurs when personal interests or activities influence or appear to influence, our ability to act in the best interests of Bethesda Hospital.

- We will not offer, accept or provide substantial gifts or favours that may be interpreted as a conflict of interest e.g. accepting a payoff.
- We will perform our duties on behalf of and to further the interests of Bethesda Hospital.
- We are committed to acting in good faith in all aspects of our work.
- We will not engage in any outside interests that creates an apparent or actual conflict with Bethesda Hospital.
- We will use our position at Bethesda Hospital only for the good of the organisation, customers and fellow employees and not for personal gain.
- We will report actual or potential conflicts of interest to our direct line manager.
- We will maintain unbiased relationships with vendors and contractors and avoid placing business with a vendor or related organisation of the Hospital, in which we or members of our immediate family have a direct or indirect interest, employment or other financial relationship, unless that relationship is disclosed and approved in accordance with appropriate hospital policy.

