

	The Johns Hopkins Hospital Interdisciplinary Clinical Practice Manual Organizational	<i>Policy Number</i>	ORG007
		<i>Effective Date</i>	02/07/2013
		<i>Approval Date</i>	01/30/2013
	<i>Subject</i> Code of Conduct	<i>Page</i>	1 of 3
		<i>Supersedes</i>	08/01/2009

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I. OBJECTIVE

To define disruptive behavior, personal and professional standards of conduct and acceptable behavior for all people while carrying out assigned responsibilities at The Johns Hopkins Hospital (JHH) including its regulated sites.

II. INDICATION FOR USE

The foundation for professional conduct of JHH staff derives from this institution's Code of Ethics, Mission, Core Values, Service Excellence Commitments and the Patient's Bill of Rights and Responsibilities. The standards of conduct outlined in this policy will help to ensure a positive environment for staff, patients and visitors, and a culture that optimizes patient care and safety. It is the responsibility of individuals to act in a manner consistent with this code of conduct, its supporting policies as well as state and federal laws and regulations. It is also expected that every employee will support this code of conduct by holding others accountable to these standards.

III. DEFINITIONS

Disruptive Behavior	<p>Conduct by an individual working in the organization that intimidates others to the extent that quality and safety may be compromised... in general these behaviors may be verbal or non-verbal and may involve the use of rude language, may be threatening, and may even involve physical contact... any behavior that interferes with the ability of others to carry out their duties, or that undermines a patient's confidence in the organization, can be considered disruptive.</p> <ul style="list-style-type: none"> Adapted from: Joint Commission Resources. Defusing Disruptive Behavior. A Workbook for Health Care Leaders. Oakbrook Terrace, Illinois: Joint Commission on Accreditation of Healthcare Organizations, 2007. pg 13-14.
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IV. RESPONSIBILITY

It is expected that every employee will support this code of conduct by holding self and others accountable to these standards.

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V. PROCEDURE

A. STANDARDS OF CONDUCT AND PROFESSIONALISM

1. Treat all persons, including patients, families, visitors, employees, trainees, students, volunteers, and healthcare professionals with respect, courtesy, caring, dignity and a sense of fairness and with recognition of and sensitivity to the needs of individuals from diverse backgrounds (including gender, race, age, disability, nationality, sexual orientation and religion).
2. Communicate openly, respectfully and directly with team members, referring providers, patients and families in order to optimize health services and to promote mutual trust and understanding.
3. Encourage, support and respect the right and responsibility of all individuals to assert themselves to ensure patient safety and the quality of care.
4. Resolve conflicts and counsel colleagues in a non-threatening, constructive and private manner. Use chain of command as appropriate.
5. Teach, conduct research and/or care for patients with professional competence, intellectual honesty, and high ethical standards.
6. Promptly report to supervisor, any individual who may be impaired in his or her ability to perform assigned responsibilities due to any cause (e.g., emotional issues, substance abuse).
7. Promptly report adverse events and potential safety hazards and encourage colleagues to do the same.
8. Willingly participate in, cooperate with and contribute to briefings, debriefings and investigations of adverse events.
9. Respect the privacy and confidentiality of all individuals. Adhere to all JHH policies and HIPAA regulations regarding personal health information.
10. Uphold the policies of the JHH.
11. Utilize all Johns Hopkins facilities and property, including telecommunication networks and computing facilities, responsibly and appropriately.
12. Participate in education and training required to perform job duties.
13. Be fit for duty during work time, including on-call responsibilities.

- B. The JHH will not tolerate acts of retribution or consequence to any employee who carries out the standards of or reports violations to this code of conduct. When reported, violations of this code will be addressed through appropriate administrative, departmental and human resource policies related to disruptive behavior:

The Johns Hopkins Health System and The Johns Hopkins Hospital	HR603 JHHSC/JHH Discipline Policy
Medical Staff and Residents	JHH Medical Staff Bylaws
Johns Hopkins University Faculty Staff and Students	In accordance with respective school policies
Johns Hopkins Homecare Group	JHHCG Human Resources Policy Manual#V-100, I:\Information\Policy Manuals\Human Resources Policy Manual

VI. REPORTABLE CONDITIONS

Appendix A provides a comprehensive list of resources available to guide the reporting of Code of Conduct violations occurring at the Johns Hopkins Hospital. When reported, Code of Conduct violations will be investigated and addressed in accordance with appropriate personnel policies. (See Section V.B.)

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VII. DOCUMENTATION

Documentation of Code of Conduct violations should comply with relevant Human Resource/Personnel policies.

VIII. EDUCATION AND COMMUNICATION

1. The Office of Medical Affairs will send notification to clinical department heads to communicate the policy to appropriate staff in their departments.
2. Functional Unit Directors will inform relevant staff members when this policy is approved.
3. Important aspects of the policy will be communicated via Medical Staff and Nursing publications.
4. This policy will be placed in the [Interdisciplinary Clinical Practice Manual](#) on the JHH Intranet site. Paper distributions will be made to the departmental nursing offices in the event of web access difficulty.

IX. SUPPORTIVE INFORMATION

See Also:

Relevant Institutional Policy References

The Johns Hopkins Health System and Johns Hopkins Hospital:

- JHHSC/JHH Discipline Policy #HR603
- JHHSC/JHH Workplace Anti-Violence Policy #HR611
- [JHHSC/JHH Code of Ethics](#), Ethical Framework for Safety
- [JHH Medical Staff Bylaws](#)
- [JHHSC/JHH Service Standards, JHH Employee Handbook](#)
- [JHHSC/JHH Corporate and Administrative Policy and Procedure Manual](#)
- [JHSOM Faculty Policies](#)
- JHUSON Policies - [Academic Ethics Policy for Students Enrolled At the Johns Hopkins University School of Nursing](#)
- JHUSOM Policy - http://www.hopkinsmedicine.org/som/faculty/policies/facultypolicies/code_of_professional_conduct.html

Sponsor:

Patient Safety Committee

Developer:

Patient Safety Committee

Review Cycle - Three (3) years

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Vice President for Nursing & Patient Services

Vice President for Medical Affairs

Date:

Date: