



## CODE OF CONDUCT

**Purpose:** To define personal and professional standards of conduct and acceptable behavior for all people while carrying out assigned responsibilities as a participating member of Shore Quality Partners (SQP) (Code of Conduct).

**Preamble:** The foundation for professional conduct of SQP members derives from the Shore Memorial Health System's Code of Conduct, Mission, Core Values and Patients' Bill of Rights and Responsibilities. The standards of conduct outlined below will help to ensure a positive environment for patients 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 participating member will support this Code of Conduct by holding others in their practices accountable to these standards.

SQP will not tolerate actions of retribution or consequence to any associate or employee who carries out the standards of or reports any violation of this Code of Conduct. Any reported violations of this Code of Conduct will be addressed through appropriate plans or policies related to these activities.

### **Standards of Conduct and Professionalism:**

1. Treat all persons including patients, family, visitors, staff 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 staff 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 quality of care.
4. Resolve conflicts and counsel colleagues in a non-threatening, constructive, professional and private manner.

5. Care for patients with professional competence, intellectual honesty and high ethical standards.
6. Promptly report any individual who may be impaired in his or her ability to perform assigned responsibilities regardless of the cause (e.g., emotional issues, physical issues, mental health issues, or 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 SQP policies and HIPAA regulations regarding personal protected health information.
10. Uphold all of the policies of SQP.
11. Utilize all access to those healthcare databases, telecommunication networks and computing facilities of SQP as well as of other providers in a responsible and appropriate manner.
12. Participate in any education and training requirements in a timely manner.