

Policy Name: Code of Conduct (HHP-06)**Effective Date:****Approved by the Board:** [June 26, 2013]**Previous Versions:** None**Approval Signature:** **Name:** Douglas Kwock, M.D.**Title:** President/Chair**Definitions:**

"Adverse Action" means any reduction, restriction, suspension, revocation, or denial of a Provider's status as a participating physician or practitioner with HHP and corresponding termination of the Participation Agreement or joinder agreement, as applicable, in accordance with the Termination of Participating Providers Policy (HHP-08).

"Board" means the HHP Board of Managers.

"HHP" means Hawai'i Health Partners, LLC.

"HHP Facility" or "HHP Facilities" means a health care facility(ies) other than an HHP Hospital, including but not limited to a skilled nursing facility, assisted living facility, inpatient rehab facility, ambulatory surgery center, etc., that has entered into a Participation Agreement with HHP to provide covered services to HHP Patients.

"HHP Hospitals" means Kapi'olani Medical Center for Women and Children, Pali Momi Medical Center, Straub Clinic & Hospital and Wilcox Memorial Hospital or such other acute or chronic care hospital in the State of Hawai'i, provided such hospital has entered into a written agreement with HHP to provide covered services to HHP Patients.

"HHP Network Provider(s)" means HHP's collaboration of Physician Participants, HHP Hospitals and HHP Facilities, which make up the organizational structure and working relationships amongst the HHP participating providers to be accountable for the quality, cost and overall care of patients assigned to HHP.

"HHP Patient(s)" means an individual who is enrolled in a health plan or product sponsored or administered by a commercial or government health care insurer or any self-insured health plans that have contracted with HHP to participate in quality and incentive programs related to the furnishing of medically necessary items and services to such individual.

"Executive Director" means the HHP Executive Director as defined by the Executive Director Job Description.

"Medical Director" means the HHP Medical Director as defined by the Medical Director Job Description.

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"President/Chair" means the President/Chair of the Board.

"Participation Agreement" means a written agreement with HHP to provide covered services to Patients.

"Provider" means a physician or allied health professional who has been credentialed and approved by the Board as a participant with HHP and has not had his or her Participation Agreement or joinder agreement terminated.

"Summary Suspension" means emergency or urgent Adverse Action taken against a Provider before a hearing is held.

Purpose:

All Providers are expected to display the highest level of professional behavior, decorum, compassion and ethics. In accordance with this expectation, the HHP Code of Conduct is designed to clarify common expectations and facilitate unity among Providers. The guidelines set forth in this Code of Conduct govern interactions with HHP Patients, their families, HHP Providers, government agencies and their representatives and the public at large.

Policy / Procedure:

- I. All Providers shall abide by the principles of medical ethics (primacy of patient welfare, patient autonomy, and respect for human dignity and rights), and the policies and procedures of HHP.
- II. All Providers shall interact and communicate with HHP Patients, all other HHP Network Providers and their employees and agents in a courteous, respectful and dignified manner.
- III. All Providers have the primary responsibility for effective communication.
- IV. All Providers must:
 - A. Seek out assistance in conflict resolution when managing disagreements with others.
 - B. Address dissatisfaction with policies, administrative or supervisory actions through the proper leadership channels at HHP.
 - C. Communicate quality and patient safety concerns to HHP leadership as appropriate.
 - D. Regard HHP Patients and their families with respect and consideration.
- V. Providers shall not engage in disruptive behaviors, including but not limited to the following:
 - A. Sexual harassment and sexual innuendos;
 - B. Use of abusive language, including the use of foul language, screaming or name calling;
 - C. Making direct or indirect threats of violence, retribution, litigation or financial harm;

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- D. Making racial or ethnic slurs;
 - E. Intimidation;
 - F. Criticizing or embarrassing HHP staff in the presence of others;
 - G. Slander;
 - H. Inappropriate physical expressions of anger;
 - I. Treating HHP Patients, coworkers or others in a discriminatory way, including but not limited to discrimination based on race, color, national origin, ancestry, religion, gender, marital status, sexual orientation, or age;
 - J. Providing patient care while impaired by alcohol, drugs or illness; and
 - K. Dishonesty
- VI.** Optimal health care depends on the harmonious interaction, communication and combined efforts of a multidisciplinary team that includes but is not limited to: physicians, dentists, affiliated health care providers, students, residents, social workers, patients, families and others. As Providers strive to provide the highest level of care to HHP Patients, they shall engage in the following behaviors:
- A. Respond promptly and professionally when called upon for consultative and clinical services from HHP Network Providers;
 - B. Respond to patient and staff requests for information promptly and appropriately;
 - C. Respect the confidentiality and privacy of HHP Patients in accordance with applicable law;
 - D. Seek and obtain appropriate consultations;
 - E. Arrange for appropriate coverage in accordance with HHP policy;
 - F. Prepare and maintain medical records in accordance with the Provider's Participation Agreement;
 - G. When terminating or transferring care of an HHP Patient, provide a prompt handoff that has pertinent and appropriate medical information to ensure continuation of care, medication reconciliation, and adequate follow-up; and
 - H. Be collaborative with and respectful of all multidisciplinary team members and individuals involved in the care of HHP Patients.
- VII.** Providers are strongly urged to contribute meaningfully to the HHP community by:
- A. Serving on HHP committees when requested and available;
 - B. Notifying the Medical Director of any Provider who may be impaired, disruptive or who repeatedly violates the Code of Conduct;
 - C. Following and obeying the law at all times;

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- D. Holding in strictest confidence all information pertaining to peer review, and quality review improvement activities concerning Providers and Network Participants;
 - E. Protecting the confidentiality of log-ons and passwords that access any HHP health care data as well as protecting patient identifiable information or other confidential HHP information from loss or theft; and
 - F. Reporting to the Medical Director all variances from quality and safety initiatives.
- VIII.** The medical record is a vital legal document that records all aspects of a patient's health care. This document should include but not be limited to all information regarding patient histories and physicals, diagnostic evaluations, treatment plans and outcomes. All entries in the medical record must be dated. Additionally they should accurately reflect the professional recommendations and actions taken by all health care providers. Medical record entries should reflect the same level of respect that is expected of interpersonal and verbal communications previously set forth in this Code of Conduct. It is inappropriate to include in the medical record descriptions of interpersonal conflicts, judgmental statements of others or unprofessional attitudes.
- IX.** All Providers are expected to adhere to the principles and guidelines outlined in this Code of Conduct. As participants in HHP, all Providers shall receive a copy of the Code of Conduct with the understanding that they shall review the Code of Conduct and consent to its terms and conditions.
- X.** Administration of the Code of Conduct is the responsibility of the Medical Director.
- XI.** Providers who do not abide by the Code of Conduct are subject to disciplinary and/or corrective actions, and if warranted, termination. The President/Chair, the Medical Director and the Executive Director each have the authority to recommend Adverse Action against, or a Summary Suspension of, a Provider for violation of this Code of Conduct. If Adverse Action is recommended, the procedures set forth in the Termination of Participating Providers Policy (HHP-08) would then take effect. If the circumstances so warrant, the President/Chair, the Medical Director or the Executive Director may initiate a Summary Suspension of a Provider by directing the Medical Director to take such action whenever the President/Chair, the Medical Director or the Executive Director determines in his or her judgment that such action is necessary to protect HHP Patients from imminent danger to their health, welfare, or safety. In such event, the procedure set forth in the Termination of Participating Providers Policy (HHP-08) would then take effect.

RELATED DOCUMENTS:

Termination of Participating Providers Policy (HHP-08)

DISTRIBUTION: