

TRINITY HEALTH
Code of Conduct

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Supplement for Medical Staff



Code of Conduct – Supplement for Medical Staff

As a member of Trinity Health hospital medical staff, you are a trusted partner in the delivery of health care services to our patients and community. Our Mission calls us to serve together in the spirit of the Gospel as a compassionate and transforming healing presence in our communities. Guided by our Core Values, we create trusting relationships with colleagues, patients, physicians and our communities as we care for the whole person, body, mind and spirit.

Trinity Health has an Integrity and Compliance Program that guides us in understanding and following applicable laws, regulations, professional standards, and ethical commitments. The Trinity Health Code of Conduct, linked below, describes expected behaviors for all Trinity Health colleagues, physicians, suppliers, board members, and others who partner with us. This Code of Conduct - Supplement for Medical Staff - highlights Code of Conduct standards that are important to our relationship with you as a member of the hospital's medical staff. If you have any questions regarding this information, please contact your Medical Staff Office or your Ministry's Integrity & Compliance Officer. The complete Code of Conduct is available online at [Code of Conduct](#).

The following standards are expected of all clinical professionals who work in Trinity Health:

Professionalism

- Deliver people-centered, quality services with compassion, dignity, and respect.
- Support health equity and deliver services consistent with the Trinity Health [Nondiscrimination and Public Accommodation Policy](#).
- Maintain a positive and courteous customer service orientation.
- Conduct work with the highest levels of ethical and professional conduct.
- Speak professionally and foster a respectful work environment.
- Respond to requests for information or assistance in a timely and supportive manner.
- Behave in a manner that enhances a spirit of cooperation, mutual respect, a supportive team environment and trust among all members of the team.
- Deliver services in accordance with all professional standards that apply to your position.
- Create and maintain complete, timely and accurate medical records consistent with medical staff bylaws.
- Protect the privacy and confidentiality of all personal health information.
- Maintain appropriate licenses, certifications and other credentials required of your position.
- Respect personal boundaries, refrain from inappropriate physical contact and report workplace harassment, intimidation, or violence of any kind.

- Maintain a safe work environment and perform your duties and responsibilities free from the influence of drugs or alcohol.
- Protect the confidentiality of all medical peer review information.

Commitment to Providing Quality Care that is Safe and Medically Appropriate

- Commit to safety for every person, every time.
- Provide care that is both medically necessary and appropriate.
- Speak up when there is a quality or safety issue and participate in our TogetherSafe program
- Actively participate in initiatives to support the health and wellness of our communities.

Advocating for Our Patient's Needs

- Provide comfort for our patients, including prompt response to their needs.
- Communicate clinical information to patients and their designees in a clear and timely manner.
- Discuss available treatment options openly with patients, residents, or their designees, and involve them in care decisions.
- Provide care to all patients with an emergency medical condition, as defined by law, regardless of their ability to pay or source of payment.
- Clearly explain the outcome of any treatment or procedure to patients, residents, or their designees, especially when outcomes differ significantly from expected results.
- Respect patient or resident advance directives.
- Address ethical conflicts that may arise in patient or resident care, including end-of-life issues, utilizing the organization's ethics committee or Mission Officer, as applicable..
- Provide care that is consistent with the *Ethical and Religious Directives for Catholic Health Care Services*.

Stewardship of Resources

- Properly use and protect all resources including materials and supplies, equipment, staff time and financial assets.
- Respect the environment and follow your organization's policies for the handling and disposal of hazardous materials and infectious waste.

Corporate Citizenship

- Treat others with honesty and dignity.
- Actively participate in training and education programs offered by your organization and/or required by government payors.
 - Special Needs Plans (SNP) Model of Care (MOC) – Those providers who regularly serve SNP members are required to complete all applicable SNP MOC Provider Training courses and attest to completion of such trainings.
- Follow your organization's policies requiring the disclosure of outside activities or relationships that could represent a conflict of interest with your medical staff membership or role and any other responsibilities.

- Follow all requirements of Medicare, Medicaid, other federal and state health care programs, accreditation, and certification programs, as well as those of commercial insurance companies and other third-party payers. These requirements generally involve:
 - Delivering high-quality, medically necessary, and appropriate services.
 - Creating and maintaining complete and accurate medical records.
 - Submitting complete and accurate claims for services provided.
 - Protecting the privacy and security of health information we collect.
- Conduct all medical research activities consistent with the highest standards of ethics and integrity and in accordance with all laws and regulations, Institutional Review Board and Trinity policies.
- Immediately notify your Medical Staff Office if notified you have been excluded or debarred from participation in federal or state health care programs.

Where to Find Help

If you have a question or concern about possible violations of law, regulation or the Code of Conduct you are encouraged to seek answers by contacting one of the following resources:

- Your Chief Medical Officer or Medical Staff Office
- Another member of your organization's senior management team
- Your Ministry's Integrity & Compliance Officer
- The Trinity Health Integrity and Compliance Line at 1-866-477-4661 or you may file a written report online at www.mycompliancereport.com using access code "THO"

Thank You!

We appreciate your review of this information and your partnership in our commitment to carrying out our Mission with the highest standards of ethical behavior. Your dedication and support are critical to this important effort.