

Vice President and Chief Executive Officer of the Medical Center

MEDICAL CENTER POLICY NO. 0283

A. SUBJECT: Behavioral Code of Conduct

B. EFFECTIVE DATE: January 1, 2012 (R)

C. POLICY:

This Behavioral Code of Conduct (“Code”) is a statement of the ideals and principles which govern personal and professional behaviors at the University of Virginia Medical Center. This Code applies to all persons providing patient care or other services within or for the benefit of the Medical Center, regardless of employer (“Covered Persons”).

Adherence to the ideals and principles stated in this Code advances the mission of the Medical Center and its commitment to the core values of respect, integrity, stewardship and excellence.

Covered Persons are expected to, at all times:

- Treat each other, patients and their families, with fairness, courtesy, respect and consideration.
- Cooperate and communicate with others, displaying regard for each person’s dignity and worth.
- Use conflict management skills and direct verbal communication to manage disagreements.
- Be truthful.
- Do their best to provide high quality, necessary, and efficient care and service.
- Respect patient privacy and confidentiality.
- Respond to requests for service or assistance promptly, courteously, and professionally.
- Support and follow hospital policies and procedures.
- Avoid conflicts of interest.
- Follow safety precautions.
- Make wise and appropriate use of Medical Center equipment and resources.

Consistent with the Behavioral Code of Conduct requirements stated above, the Medical Center strives to maintain an environment that is free from intimidating and disruptive behavior, whether implicit or explicit, which is used to adversely control, influence or affect the well-being of any member of its healthcare community, its patients or their families. Such behavior compromises the performance of Covered Persons and threatens patient safety by disrupting teamwork, communication, and collaboration.

D. PROCEDURE:

1. Patients and families who suspect violations of this Code should refer to [Medical Center Policy No. 0070, “Patient Concerns and Grievances”](#) for further guidance.

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2. Covered Persons who observe, or who are subjected to, conduct in violation of this Code on the part of Medical Center employees should report such conduct to their supervisors, the Medical Center Administrator on call, or to the Medical Center Office of Employee Relations Services.
3. Covered Persons who observe, or who are subjected to, conduct in violation of this Code on the part of Clinical Staff members, Graduate Medical Trainees, or Allied Health Professionals who provide healthcare services within the Medical Center but who are not Medical Center employees, should report such conduct in the manner described in [Medical Center Policy 0262, "Standards for Professional Behavior"](#).
4. All Covered Persons shall receive training on the Behavioral Code of Conduct through the mandatory Compliance training program.
5. Any Covered Person making a good faith report of suspected violations of this Code will be protected from retaliation. Violations of this Code will be handled in the manner detailed in the policies listed below:
 - a. Clinical Staff, Graduate Medical Trainees, and Allied Health Professionals who are not Medical Center employees – Refer to [Medical Center Policy No. 0262, "Standards for Professional Behavior."](#)
 - b. Clinical Staff – Refer to Medical [Center Policy No. 0291 "Clinical Staff Code of Conduct"](#).
 - c. Medical Center Employees – Refer to [Medical Center Human Resources Policy 701, "Employee Standards of Performance"](#).
 - d. All Covered Persons – Refer to [Medical Center Policy No. 0235 – "Compliance Code of Conduct"](#), and the [University of Virginia Code of Ethics](#)

SIGNATURE:



R. Edward Howell, CEO, UVA Medical Center

12/15/11

DATE:

Medical Center Policy No. 0283 (R)

Approved December 2008

Revised December 2011

Approved by Associate Vice President for Hospital and Clinics Operations

Approved by Medical Center Administration