



Lee County, Florida

Acknowledgment

This is to acknowledge that I have received a copy of the Lee Health (LH) Medical Staff Professional Conduct Policy and Credo. I attest that I have received a copy of the basic Lee Health (LH) Mandatory Education information and Patient Safety modules and have completed the required documents.

I attest that I have reviewed the Restraint Policy M03-01-768 and have received and reviewed a copy of form #5792 – “One Hour Face-to-Face Evaluation for Violent, Self Destructive (Behavioral) Restraints.” I agree that, I will complete the **Restraint or Seclusion Face-to-Face Assessment/Smart Text in progress note in EPIC within one hour of restrain application.** Documentation on form #5792 is only utilized during EPIC downtime.

I will familiarize myself with this material and I understand that I am responsible for knowing and adhering to these principles in the M.S. Professional Conduct Policy and Credo and the mandatory educational requirements.

Print Name: _____

Signature: _____

Date: _____

******* Please complete and return with your application. *******

Thank you

LEE HEALTH POLICY & PROCEDURES

PROFESSIONAL CONDUCT		LOCATOR NUMBER																					
T Y P E	<input type="checkbox"/> System-wide - A formal statement of values, intents (policy), and expectations (procedure) that applies to every employee throughout the System.	CHAPTER: M14																					
	<input checked="" type="checkbox"/> Multidisciplinary/Interdisciplinary - A formal statement of values, intents (policy), and expectations (procedure) that applies to more than one discipline and is usually of a clinical nature. Check below all areas to which this applies.	TAB: 01																					
	<input type="checkbox"/> Departmental - A formal statement of values, intents (policy), and expectations (procedure) exclusive to a particular department or group of people within a department at one or multiple locations that does not impact any other area.	POLICY #: 158																					
Disciplines - locations to which this interdisciplinary policy applies:																							
<table style="width: 100%; border: none;"> <tr> <td><input type="checkbox"/> Health Information Management</td> <td><input type="checkbox"/> Pharmacy</td> <td><input type="checkbox"/> Acute Care Hospital Nursing</td> </tr> <tr> <td><input type="checkbox"/> Environmental Services</td> <td><input type="checkbox"/> Plant Operations</td> <td><input type="checkbox"/> Outpatient Services</td> </tr> <tr> <td><input type="checkbox"/> Information Systems</td> <td><input type="checkbox"/> Radiology</td> <td><input type="checkbox"/> Home Health</td> </tr> <tr> <td><input type="checkbox"/> Laboratory</td> <td><input type="checkbox"/> Rehabilitation Services</td> <td><input type="checkbox"/> Skilled Nursing Services</td> </tr> <tr> <td><input type="checkbox"/> Legal Services</td> <td><input type="checkbox"/> Respiratory</td> <td><input type="checkbox"/> Physician Offices</td> </tr> <tr> <td><input type="checkbox"/> Nutrition</td> <td><input type="checkbox"/> Security</td> <td><input type="checkbox"/> Rehab Hospital</td> </tr> <tr> <td><input checked="" type="checkbox"/> Medical Staff</td> <td></td> <td></td> </tr> </table>			<input type="checkbox"/> Health Information Management	<input type="checkbox"/> Pharmacy	<input type="checkbox"/> Acute Care Hospital Nursing	<input type="checkbox"/> Environmental Services	<input type="checkbox"/> Plant Operations	<input type="checkbox"/> Outpatient Services	<input type="checkbox"/> Information Systems	<input type="checkbox"/> Radiology	<input type="checkbox"/> Home Health	<input type="checkbox"/> Laboratory	<input type="checkbox"/> Rehabilitation Services	<input type="checkbox"/> Skilled Nursing Services	<input type="checkbox"/> Legal Services	<input type="checkbox"/> Respiratory	<input type="checkbox"/> Physician Offices	<input type="checkbox"/> Nutrition	<input type="checkbox"/> Security	<input type="checkbox"/> Rehab Hospital	<input checked="" type="checkbox"/> Medical Staff		
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Author(s): Mark A. Greenberg, M.D.																							
Reviewed by:																							
Clinical Practice Council:		Date:																					
Clinical Education Council Yes No:		Education Completed: Date:																					
Education Plan Required: <input type="checkbox"/> <input type="checkbox"/>		Date:																					
Approved by:																							
Policy Administrator:	Mark A. Greenberg, M.D.	Date: 5/2/2023																					
As Needed:																							
GCMC Executive Committee		Date: 4/2023																					
HPMC Executive Committee		Date: 4/2023																					
LMH Executive Committee		Date: 4/2023																					
CCH Executive Committee		Date: 4/2023																					
GCHSWF Executive Committee		Date: 4/2023																					

PURPOSE:

To establish a code of conduct for all Medical Staff members to promote teamwork, a positive patient care environment, a culture of safe, compassionate patient care, and a reliable approach to addressing disruptive behavior in the patient care environment.

PROCEDURE:

All Medical Staff Members conduct themselves in a professional, collaborative, and cooperative manner consistent with Medical Staff Credo behaviors and in accordance with applicable Medical Staff policies and procedures. Medical staff Members shall treat all patients, visitors, students, and each other with courtesy, respect, and dignity. The Medical Staff and health system fosters a just and safe culture by addressing unprofessional, inappropriate, intimidating, disruptive, threatening, and violent behavior (hereinafter “disruptive behavior”) within the workplace, including maintaining “zero tolerance” for confirmed instances of the “most egregious behaviors, i.e. the most ethically serious behaviors.

Specific Information:

- A. The Medical Staff supports a culture of collegiality and excellence. Disruptive behavior can undermine teamwork and our culture. The Medical Staff recognizes that disruptive behavior may take aggressive, passive, or passive-aggressive forms. Disruptive behavior includes, but is not limited to, words or actions that:
 - 1. Prevent or interfere with an individual’s or group’s work, academic performance, or ability to achieve intended outcomes. Examples include intentionally ignoring questions or not returning phone calls or pages related to matters involving patient care.
 - 2. Create an unsafe, intimidating, hostile or offensive work or academic environment. Examples include verbal abuse, sexual or other harassment, threatening or intimidating words, or words reasonably interpreted as threatening or intimidating;
 - 3. Threaten personal or group safety, such as aggressive or violent physical actions; or
 - 4. Violate Medical Staff policies, including those related to conflicts of interest and compliance requirements.

- B. All Medical Staff Members share responsibility for promoting professional conduct. This includes consistently responding to disruptive behavior they witness or of which they become aware. Appropriate responses depend on the specific behavior and circumstances, including the comfort level of the observer.
 - 1. Medical Staff Members are encouraged to have “cup of coffee” conversations with each other to provide quick feedback (“I saw,” “I observed,” “I heard”) concerning non-Credo behaviors.
 - a. “Cup of coffee” conversations are non-directive
 - b. One should expressly distinguish whether the discussion is a “cup of coffee” conversation or an authority-based clarification of expectations.

2. Medical Staff Members report single serious incidents or repeated incidents “most egregious behaviors” as per the Medical Staff unprofessional and disruptive behavior policy and procedure.

Lee Memorial Health System

Credo

We provide excellence in healthcare and education.

We treat others as we wish to be treated.

We continuously evaluate and improve our performance.

Credo Behaviors

I make those I serve my highest priority:

- promote the health and well being of all patients who seek care at LMHS
- Support trainees in all of their academic endeavors
- respect colleagues and those we serve who differ by gender, race, religion, culture, national origin, mental and physical abilities, sexual orientation and treat them with dignity, respect and compassion
- recognize that every member of the LMHS team makes important contributions
- ensure that all team members understand overall team goals and their roles
- answer questions posed by patients, trainees or staff to ensure understanding and facilitate learning

I respect privacy and confidentiality:

- only engage in conversations regarding patients according to LMHS policies and regulatory requirements
- discuss confidential matters in a private area
- keep written/electronic information out of the view of others
- knock prior to entering a patient's room, identify myself and ask permission to enter
- utilize doors, curtains, blankets as appropriate to ensure privacy and explain to the patient why I am doing this.

I communicate effectively:

- introduce myself to patient/families, visitors, colleagues
- wear my ID badge where it can be easily seen
- smile, make eye contact, greet others and speak in ways that are easily understood and show concern and interest; actively listen
- recognize that body language and tone of voice are important parts of communication
- listen and respond to dissatisfied patients, families, visitors and/or colleagues
- remain calm when confronted with or responding to pressure situations

I conduct myself professionally:

- recognize the increasing diversity of our community and broaden my knowledge of the cultures of the individuals we serve
- refrain from loud talk and excessive noises – a quiet environment is important to heal, learn and work
- continue to learn and seek new knowledge to enhance my skills and ability to serve
- strive to maintain personal well-being and balance of work and personal life

I have a sense of ownership:

- take any concern (real, perceived, big or small) seriously and seek resolution or understanding – ask for help if the concern is beyond ability or scope of authority
- approach those who appear to need help or be lost and assist/direct them appropriately
- clean up litter, debris and spills promptly or notify the best resource to keep the environment clean and safe
- remain conscious of the enormous cost of health care, teaching and research and optimize resources while delivering exemplary service

I am committed to my colleagues:

- treat colleagues with dignity, respect and compassion; value and respect differences in background, experience, culture, religion, and ethnicity
- contribute to my work group in positive ways and continuously support the efforts of others
- view all colleagues as equally important members of the LMHS team regardless of job, role or title
- promote interdepartmental cooperation
- recognize and encourage positive behaviors
- provide private constructive feedback for inappropriate behaviors

It's who we are.