

# 2018 Code of Conduct



*“The quality of our work is the platform to our witness”*

How do we marry our desire to increase the quality of healthcare, and our passion for ministering to those we serve? This marriage of two worlds is a complicated but fascinating endeavor. On the one hand the world of healthcare is fast paced and continually evolving. While on the other hand the principles of love and compassion in the care of people have been the same for thousands of years, and they remain primary in our mission.

The last 8 years have been a learning experience for San Lucas. The organization has been blessed and has experienced a growth that surpassed our initial expectations. Today we face different challenges. The dynamic world of healthcare is constantly evolving and so must we, if we are to succeed.

2018 will be an exciting year. We have turned the key that ignited a mechanism of change. The organization has begun a process of certification. Those of you who have gone through this process know full well what it entails. This painstaking process will bring about many changes in the way we perform our work. The words guideline, protocol, process, safety for the patient, high quality, will become part of our new vocabulary. This will allow us to become a better version of ourselves and enable a process of growth without bad habits. We want to strive to in compliance in all applicable regulations and standards of excellent medical practice while fully loving and caring for people in love and respect as modeled by Jesus during His healing ministry on earth.

Never losing focus on whom we serve, we have begun. Employees, staff, physicians, volunteers, and general helpers are all part of this process. We appreciate your help, patience and cooperation.

## Table of Contents

Introduction

Confidentiality

Compliance with Laws and Regulations

Patients' Rights

Safety First

Training, Teaching & Mentorship

General Information

Corrective Disciplinary Actions

## **INTRODUCTION:**

Every day, the decisions and the actions made by each individual working with or on behalf of Fundación Médica San Lucas (FMSL) and Centro Médico San Lucas (CMSL) create and sustain our image and reputation. Our actions, both individually and collectively, are closely watched by patients, their families, our government, regulators and the public at large.

The following Code of conduct states our commitment to integrity and professional service to our patients and one another. This code of conduct applies to all trustees, officers, executives, employees, physicians and volunteers who work in CMSL.

## **CONFIDENTIALITY:**

We are committed to protecting the confidentiality of all personal, medical, financial and business information that is generated during the normal course of our activities.

- We will not share confidential information, whether medical, financial or business information, either during or after employment or volunteering with FMSL/CMSL and ChosenIMA, except as authorized and required by laws and regulations.
- We will not use information obtained by virtue of our position for personal gain.
- We will treat as confidential all quality assurance reviews and health care services.
- We will limit our conversations regarding patients to clinical settings or appropriate related areas.
- We will use caution and respect when discussing patient information.
- We will honor the privacy of patients and protect individuals right to privacy and confidentiality regardless of the individuals' identity, except as authorized by signed waiver for specific ministry purposes. **Anex 1**

## **COMPLIANCE WITH LAWS AND REGULATIONS:**

We are committed to the highest standards of business, professional ethics and integrity. FMSL/CMSL and ChosenIMA will provide patient care and conduct business while following all applicable laws, regulations and internal policies.

- We will conduct our business in compliance with all applicable laws, regulations and internal bylaws and policies.
- We will not retaliate or take negative action against any individual who in good faith reports a suspected violation to the Code of Ethical Conduct.
- We will promptly report to management, ChosenIMA directives, FMSL directives or team leaders when any possible violation of law, regulation, policy or bylaws has occurred.

## **PATIENTS RIGHTS:**

We are committed to providing considerate, respectful, loving care, while protecting the rights of patients. All patients have the right to privacy, safety, security and confidentiality.

- We will respect the rights and dignity of each patient.
- We will respond to the patient's questions, concerns and needs.
- We will provide care and services that safeguard the patient's dignity and will show respect for cultural, social and spiritual values and beliefs.
- We will honor the patient's preferences in treatment.
- We will generate an environment that is free of discrimination for any reason.
- We will protect the patient from any kind of abuse from anyone, including physicians, medical

professionals, staff, other patient's visitors or family.

- We will provide reasonable privacy for interviews, examinations and procedures.
- We will provide reasonable prices for the services provided.

## **SAFETY FIRST:**

We are committed to providing a safe and secure environment for patients, visitors, volunteers, employees, physicians and other service providers.

- We will comply with and abide by all applicable environmental, health and safety laws.
- We will promptly report to a supervisor if equipment is unsafe, unfit or in poor working condition.
- We will provide an environment that is free from violence. Weapons of any kind are strictly prohibited.
- We will dispose of bio-hazardous waste appropriately.
- We will train employees in health and safety policies and precautions.
- We will safely secure and store all drugs and medication and will promptly report any missing or diverted drugs.

## **TRAINING, TEACHING & MENTORSHIP:**

We are committed to provide a safe and structured learning environment in which visitors, volunteers, students, fellows, residents, faculty, healthcare and administrative staff work together to teach in a way that promotes the highest level of patient care.

- We will provide a safe teaching environment with direct mentorship for all students and visitors. In order to accomplish the highest level of patient care we will only accept 2 students at a time under the direct structured supervision of a single mentor.
- Med students, residents, interns and fellows have access to all clinical, surgical, pre-and post op areas. Meanwhile all students below these academic levels will be limited to the PACU and surgical area until patients are under sedation or general anesthesia exclusively. All other clinical and medical areas are excluded.
- Med students, residents, interns, fellows, physicians and nurses are authorized to have unsupervised direct contact with patients. All others must be accompanied by a mentor, teacher, team leader or any authorized individual.

## **GENERAL INFORMATION REGARDING CONDUCT IN THE OR:**

While the mission of FMSL-CMSL & Chosen-IMA has expanded greatly in the past years, it certainly began with the understanding of a great need for surgically-based medical treatment in an under-served population. The provision of this service has evolved from quickly adapted storage rooms converted into "operating rooms" to our more modern facility in Valladolid today. We proudly welcome visitors to our facility, but need to impress upon them the unique nature of such an environment, especially when cases are in progress, or even pending. With this in mind, we would like to offer a few suggestions to make your experience enjoyable while avoiding compromise for the sterile environment.

Most important is the understanding that a sterile environment has to be maintained at all cost. Please try to maintain a distance from any tables with equipment on them. Even a close "brushing" contact might contaminate not just one or two instruments, but an entire set. Especially keep this in mind while trying to position yourself to take a photo.

Please keep a distance from members of the surgical team who are "gowned" and "gloved". The members of the team may encourage you to "move closer" for a better view, but will direct you on how best to do so.

Please keep conversations at a low volume, especially while the patient is being put to sleep or receiving anesthetic injections. During the procedure, loud conversations can create some confusion. At the same time, questions are welcome and don't be afraid to ask about what is going on.

Finally, we might add that operating rooms are not necessarily for everyone. Rarely an individual will begin to feel a little "light-headed" or "queasy". If this is the case, don't be embarrassed. Please understand that you aren't the first to experience this, nor will you likely be the last. You should probably make your situation known to the circulating nurse or even anesthesia personnel. Simply state that you are not feeling well. If necessary, sit down, perhaps next to a wall. This will ultimately pass.

We hope that you find your O.R. visit at San Lucas enjoyable.

- **PROPER ATTIRE** is required in all restricted areas. These include the OR, the semi sterile scrub area, the PACU or recovery area.
  - Scrubs
  - Hat
  - Mask
  - Shoe Covers
- **IDENTIFICATION.** The use of hospital ID or ChosenIMA name tag is required at all times for all employees, staff, physicians, volunteers and students inside the hospital premises.
- **GENERAL BEHAVIOR**
  - Food and Drinks are strictly forbidden outside the designated areas. (staff lounge/palapa)
  - WiFi should be limited to work related activities and personal communication only.
    - Employees are strictly forbidden to engage in social media.
    - Visitors, we greatly appreciate social media use to a minimum.

## **CORRECTIVE DISCIPLINARY ACTIONS:**

Employees, physicians or volunteers who violate any portion of this code of conduct, or are engaged in wrongdoing which could impair the organization's status as a reliable, honest and trustworthy healthcare provider will be subject to corrective or disciplinary action. This can include verbal or written corrective/disciplinary action up to and including separation from employment or volunteering at CMSL.

Date in which I will serve:

Name of team leader:

Organization I represent:

Capacity in which I will serve:

MD  CRNA   RN  General Helper

I hereby confirm that I have read, understood the above code of conduct. I agree to comply with all aspects of this code with regards to dress, conduct and behavior while working and volunteering at CMSL.

NAME:

DATE:

SIGNATURE:

