CODE of CONDUCT

Doing What's Right

OUR WAY

PALOMAR POMERADO HEALTH
SPECIALIZING IN YOU

Doing What's Right
Dear Palomar Pomerado Health Colleagues,

Inside this booklet you will find our up-to-date Palomar Pomerado Health (PPH) Code of Conduct. With it we are taking a step forward to ensure that everyone associated with our organization – employees, volunteers and members of the medical staffs – are on the same path with regard to the PPH Mission, Vision and Values.

To create this new Code, we looked at a large number of existing documents – our Service Excellence Standards, individual Codes adopted by departments and facilities, as well as efforts currently underway to transform our culture into one that is more focused on each patient. We did our best to honor those documents and incorporate them into this Code.

As a result of that review, we decided that there was a need to restate the values that support our mission and vision. But while the ones you will see here are new (Patient’s Well-Being, Professionalism and Highest Quality), I’m betting that they will ring a chord in each of you as you read what they mean and how we will be expected to live them each day in our work at PPH.

Supporting all of our efforts is the expectation that when you see something at PPH that doesn’t match what you read here you will speak up – to the individual(s) involved, to someone in a position to look into what you are seeing – and keep speaking up until your question is answered. None of us is without fault or error, but how we respond to our missteps is what can make us great.

Sincerely,

Michael Covert
Chief Executive Officer
Palomar Pomerado Health
MISSION, VISION AND VALUES
Every day, we, the employees, volunteers and members of the medical staffs* of Palomar Pomerado Health, are unified by a common mission, vision and values.

MISSION:
The mission of Palomar Pomerado Health is to heal, comfort and promote health in the communities we serve.

VISION:
Palomar Pomerado Health will be the health system of choice for patients, physicians, and employees, recognized nationally for the highest quality of clinical care and access to comprehensive services.

VALUES:
**Patient’s Well-Being** – We passionately give and support heartfelt care that encourages patient comfort and safety.

**Professionalism** – Each of us takes pride in teamwork, self-discipline, our skills and trustworthiness.

**Highest Quality** – We are each accountable for providing the safest, most effective and innovative care.

*In addition to the standards set out in this Code of Conduct, members of the Palomar Medical Center and Pomerado Hospital medical staffs are also required to adhere to the “Expectations of Attending Physicians Granted Privileges at Palomar Pomerado Health.”*
PATIENT’S WELL-BEING
We passionately give and support heartfelt care that encourages patient comfort and safety.

We each accomplish this by:
• Remembering that patients often feel vulnerable, dependent and fearful.
• Addressing patients by their preferred names.
• Being sensitive to cultural diversity, spiritual needs, age, gender and disability.
• Helping every patient feel cared for, informed, and involved in their medical care.
• Offering patients choices for their comfort and following through.
• Treating all patients, families and visitors with respect, kindness and dignity.
• Serving as patient advocates.
• Understanding the power of words.
• Never losing sight of our motivation - each patient.
PROFESSIONALISM
Each of us takes pride in teamwork, self-discipline, our skills and trustworthiness.

We each show this by:
• Supporting teamwork:
  • Answering requests promptly and accomplishing our goals on time
  • Taking the time to find and act on accurate information
  • Taking issues directly to the source when appropriate
  • Addressing disagreements in a respectful manner away from patients and those not involved
  • Praising others in public and offering constructive feedback in private
• Avoiding waste, streamlining processes, and preserving resources.
• Ensuring all records are reliable, accurate and completed in a timely manner.
• Communicating effectively and dressing professionally. (See, for example, Communication Guidelines for Effectiveness #13046, Dress Code #10494.)
• Demonstrating knowledge and applying skills in our specialties.
• Pursuing ongoing education and development.
• Protecting the patient’s privacy and security of their information before, during and after each contact. (See, for example, Access to Patient Information #11321, Computer Access #13041.)
• Making purchasing decisions and referrals that are for the best interest of our patients.
• Refusing gifts or gratuities. (See, for example, Conflicts of Interest, Commitment and Gifts, #19091.)
• Meeting or exceeding regulatory and accreditation standards.
• Being honest and ethical in all we do, regardless of consequences.
HIGHEST QUALITY
We are each accountable for providing the safest, most effective and innovative care.

We each follow through on this commitment by:
• Keeping our patients, visitors and co-workers safe.
• Ensuring our procedures and processes include checks and double-checks.
• Conforming to recognized infection control and safety standards recognized by international, national, state and local authorities.
• Speaking up when we see something that does not seem right.
• Using national quality data, surveys, and immediate feedback to improve our delivery of care.
• Applying evidence-based and best practices.
• Championing research studies.
• Seeking ways to expand community and patient access to our services.
• Looking for new products and services that will provide better, safer care.
• Inspiring each other to challenge the process when appropriate.
SPEAKING UP

These values require each of us to speak up when we see something at PPH that may be wrong or inappropriate. The best way to do that is simply to speak directly to the person(s) involved. That gives them the benefit of the doubt and may reveal information you didn’t know. It also builds teamwork and makes it more likely that they will talk to you if the position is reversed.

Another way is to speak to someone in a position to do something about what you have seen – for example, a supervisor, Human Resources, Security, a medical staff leader, etc. Try to be specific about your concern and avoid prejudging.

You can also speak to the PPH Compliance Officer at 858.675.5259 or by email at compliance.officer@pph.org.

Finally, you can call the confidential PPH Compliance Hotline at 800.850.2551 to report concerns or ask for information. There is also a website where you can do the same thing – www.integrity-helpline.com/PPH_compliance.jsp. Both the Hotline and the website allow you to remain anonymous and get replies back.

But whatever route you choose, the important thing is to speak up – it’s part of keeping this the kind of place where we all want to work and care for members of our communities.

**PPH expects you to speak up - and will not tolerate retaliation or punishment of those who do.**
You are expected to guide your conduct each and every day at Palomar Pomerado Health by what’s set out in this Code of Conduct. To show that you have received a copy of this Code, understand the expectation and are committed to doing what’s right, please complete the following steps:

Employees:

1. Go to the PPH Intranet and click on “Lawson” under “Business Applications.”
2. Put in your username and password for that program.
3. Click on “Employee self-service.”
4. Click on “Code of Conduct Commitment.”
5. Fill in the requested information and click on “I’m Committed.”
6. A special pin will be sent to you, acknowledging your commitment to the PPH Code of Conduct.

Volunteers:

You will be asked to sign your commitment in paper form and return it to the Volunteer Office to receive your pin.

Medical Staff:

You will be asked to acknowledge your commitment as part of the appointment / reappointment process.
Mission
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Vision
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