

DECATUR COUNTY MEMORIAL HOSPITAL

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<p>POLICY: MEDICAL STAFF Code of Conduct</p>	<p>EFFECTIVE DATE: 02/09/2016 REVIEWED DATE: 11/11/2016</p>
<p>REGULATION:</p>	

PURPOSE:

Code of Conduct for Medical Staff and Allied Health Care Providers

POLICY:

PHYSICIAN/PROVIDER CODE

The ability of the medical group to successfully fulfill our Mission is dependent on physicians and allied health care providers. Each is a leader within our sphere of influence and how we treat patients, colleagues, and staff will set the tone for how care is delivered. We can expect better from those around us only when we do better ourselves and lead by example.

We seek to create ideals that define the type of physician/provider who provides services at Decatur County Memorial Hospital. Most importantly, we seek to provide an atmosphere to help physicians/providers flourish professionally and personally, and to create a group that is defined by providing exceptional care to its patients, staff, and fellow physicians/providers.

RELATIONSHIP TO STAFF

We will:

- Treat staff with dignity and respect.
- Work to lead a team where our philosophy, integrity, commitment, compassion, and caring is observed by those around us.
- Strive to make others better by expecting more of ourselves.
- Influence and communicate with those around us in a positive and cooperative way.
- Thank and recognize those who allow us to do what we do.
- Look for opportunities to do things better.
- Listen to the input of others and take an active ownership role to implement change.
- Educate rather than criticize.
- Work to be leaders who are respected because of our actions.

RELATIONSHIP TO PHYSICIANS/PROVIDERS

We will:

- Treat our colleagues with respect.
- Communicate effectively with each other to enhance continuity and quality of care.

- Look for the good in others and share these views with patients to improve perception and experience with Decatur County Memorial Hospital primary and specialty care physicians.
- Foster the spirit of teaching and learning from each other.
- Look for opportunities to make each other better.
- Never criticize another physician's/provider's treatment or actions amongst staff or patients, but view differences as opportunities to improve.
- Encourage fun and interaction amongst colleagues both in and out of the workplace.
- Honor the uniqueness of others.
- Treat our colleagues in a way in which we want to be treated.
- Give a helping hand should someone need it.

RELATIONSHIP TO PATIENTS

We will:

- Treat patients with respect and dignity.
- Learn about the person as well as the condition.
- Work together with our patients as a team.
- Strive to make each patient feel as though he or she is our only patient.
- Make patients feel that we are always on their side because effective care can never be delivered in opposition.
- Engage, listen, and clearly explain issues to our patients so that time spent with us exceeds their expectations.
- Aim to return phone calls promptly.
- Thank patients for waiting if we are running late.
- Earn patients' loyalty through our behavior.

AUDIT TOOL: