

**HEALTH CARE SERVICES DIVISION  
BATON ROUGE, LOUISIANA**

POLICY NUMBER: 8501-2022

CATEGORY: Compliance

CONTENT: Code of Conduct

APPLICABILITY: This policy applies to employees of the Health Care Services Division Administration (HCSDA and Lallie Kemp Medical Center (LKMC)); including classified, unclassified, students, volunteers, and any other persons having an employment or vendor relationship with the agency.

EFFECTIVE DATE: January 31, 2005  
REVISED DATE: May 16, 2007  
January 27, 2017  
June 16, 2020

REVIEWED: November 26, 2008  
December 4, 2009  
January 7, 2011  
April 7, 2014  
March 6, 2015  
May 8, 2015  
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June 12, 2020  
September 12, 2022

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**NOTE: Approval signatures/titles are on the last page.**

**HEALTH CARE SERVICES DIVISION  
CODE OF CONDUCT POLICY**

**I. Policy Statement**

It is the policy of the Health Care Services Division (HCSD) to adopt a Code of Conduct that will provide guiding standards for the decisions and actions of Personnel of the HCSD. It is further the policy of HCSD to provide a copy of the Code of Conduct to each employee and to obtain a signed acknowledgement of receipt. A copy of the Code of Conduct will also be an attachment to each HCSD personal or professional service contract.

**II. Responsibilities**

It shall be the responsibility of the Human Resources Departments at HCSD Administration and Lallie Kemp Medical Center to disseminate and/or assign on-line training of the Code of Conduct Policy to all employees and obtain and retain acknowledgements as part of the personnel records and/or training records. It shall be the responsibility of the Contracts section of the Purchasing Department to see that a copy of the Code of Conduct is made a part of all personal and professional service contracts. It shall be the responsibility of the Training/Staff Development and the Compliance Departments to educate Personnel with regard to the Code of Conduct.

**III. Procedures**

Procedures will be established by the applicable departments as necessary to accomplish the dissemination of and education on the Code of Conduct as noted previously.

- A. At a minimum, the dissemination will take place upon the initial issuance and any revision of this policy as well as once every two years following the initial issuance or latest revision.
- B. At a minimum, education on the Code of Conduct will occur within three months of initial issuance and be included in the initial orientation for all new staff. The training on the Code will be updated for the latest revisions and will be included in the annual compliance training programs as a refresher.

## **HCSO Code of Conduct**

The Code of Conduct of the Health Care Services Division (HCSO) provides the guiding standards for our decisions and actions as Personnel of the HCSO. Although the Code can neither cover every situation in the daily conduct of our many varied activities nor substitute for common sense, individual judgment or personal integrity, it is the duty of each officer, director, employee, leased employee, student and agent (Personnel) of the HCSO to adhere, without exception, to the principles set forth herein. All Personnel of the HCSO are subject to and shall comply with the principles of this Code of Conduct.

### **Principle One: Know and Follow the Rules**

All HCSO Personnel must be aware of the legal requirements and restrictions applicable to their respective positions and duties. Personnel must know and follow the letter and the spirit of applicable laws, rules, guidelines, as well as HCSO policies, procedures and compliance plans. Any questions about the legality or propriety of any proposed actions to be undertaken by or on behalf of the HCSO should be referred immediately to one's supervisor, department manager, Hospital Administrator, Human Resources Director, or Compliance Officer.

### **Principle Two: Think and Act Ethically**

Follow HCSO's ethical standards and those of your profession. Think about how your actions might be perceived by the patients and communities we serve. Realize that some of your actions may be scrutinized by outside entities. Also realize that integrity is doing the right thing, even when no one is watching.

### **Principle Three: Avoid Conflicts of Interest**

All HCSO Personnel must conduct their duties for the purpose, benefit and interest of the HCSO and those that it serves. Personnel have a duty to avoid conflicts of interest and may not use their position and affiliation with the HCSO for personal benefit.

Personnel shall not accept gifts or anything of value from any person or company doing business with or uses services of the HCSO.

Personnel shall follow the standards of the Louisiana Code of Governmental Ethics.

### **Principle Four: Strive to Attain the Highest Standard of Patient Care**

It is HCSO's mission to work and learn collaboratively with other organizations to advance quality and efficiency in care delivery, support education of current and future healthcare providers, and positively impact health and healthcare for Louisiana's citizens.

**Principle Five: Treat all Individuals with Respect and Dignity**

The HCSD is committed to providing a patient care and workplace environment that emphasizes the dignity and respect of each individual. The HCSD provides equal educational and employment opportunities for all persons, without regard to race, color, national or ethnic origin, religion, gender and gender identity, sexual orientation, disability or veteran’s status.

**Principle Six: Protect Confidential Information**

The HCSD is committed to securing its information systems from unauthorized access or disclosure. The HCSD shall provide for the confidentiality and security of patient and employee information. Personnel shall only access confidential information and/or share confidential information with others through the policies, processes and systems approved by HCSD. Those policies include Personnel only accessing confidential information and/or sharing confidential information with others when authorized to do so and for the purpose of performing a job function.

**Principle Seven: Maintain the Highest Standards of Academic and Research Integrity**

The HCSD must uphold the highest moral and ethical standards in the education of health professionals and in health related research. The protection of the patients’ well-being and confidentiality, as well as informed consent, must be a top priority in all academic and research endeavors.

**Principle Eight: Maintain Accurate Records**

The HSCD and its Personnel shall maintain documentation according to legal, professional, regulatory and ethical standards. All documentation of clinical services shall be accurate, thorough, honest and timely. Billing for clinical services shall be accurate, supported by documentation and billed in accordance with payer requirements.

**Principle Nine: Be a Steward for Health, Safety and Professional Conduct**

The HCSD and its Personnel shall work to ensure an environment that is safe and healthy for its patients, visitors, and employees. All Personnel shall act with honesty and good will, encouraging effective communication and problem-solving free of intimidation or retaliation.

**ACKNOWLEDGEMENT**

This is to acknowledge that I have read and understand the Health Care Services Division's Code of Conduct presented in pages 1 through 5 of this document on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
(Print Employee's Name)

\_\_\_\_\_  
Employee's Signature      Date

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