

**BEHAVIORAL STANDARDS IN PATIENT CARE
COMMITMENTS TO PERFORMANCE**

Approved by
Board of Trustees
University of Kentucky
Albert B. Chandler Medical Center
September 16, 1997

Amended by
University Health Care Committee
Board of Trustees
University of Kentucky
October 13, 2008

Principles

Principle A - Each patient shall be treated as a whole, irreplaceable, unique, and worthy person.

Principle B - The patient's safety, health, or welfare shall be protected and shall not be subordinated to organizational, staff, educational, or research interests or to any other end.

Principle C - The privacy of the patient and the confidentiality of every case and record shall be maintained.

Principle D - Patients and/or responsible family shall be informed at all stages of care about personnel responsible for the patient's care; treatment plans and activities for the patient; facilities; services available to the patient; and responsibilities of the patient and family (referred to collectively below as "patient's care").

Principle E - Behavior reflecting the dignity, responsibility, and service orientation of health care professionals, worthy of the public's respect and confidence, shall be practiced by all individuals.

Principle F - Each patient shall have a responsible attending physician or dentist.

Commitments

- Commitment: I will recognize that patients and other customers are unique individuals, and I will be sensitive to their life experiences, circumstances and emotions when assessing needs and communicating information.
- Commitment: I will use my one opportunity to make an outstanding first impression.
- Commitment: I will knock, introduce myself, state my purpose and ask permission to enter a patient's room.
- Commitment: I will use language free from obscenities, profanities, and derogatory or abusive remarks.
- Commitment: I will value and respect our patients and other customers by honoring their perceptions, preferences and differences.
- Commitment: I will be attentive to patients' and customers' thoughts and feelings and adapt my responses to make them feel comfortable and understood regardless of their behavior.
- Commitment: I will reinforce verbal instructions and provide written explanation whenever needed.
- Commitment: I will anticipate and be sensitive to patients and customers with special needs.
- Commitment: I will make the customer's safety, health, privacy and welfare my first priority.
- Commitment: I will provide expeditious, courteous and flexible service.
- Commitment: I will honor and protect individual and organizational confidentiality involving service, research and teaching activities.
- Commitment: I will provide positive, professional and prompt responses and keep my facial expressions and tone of voice consistent with my words.
- Commitment: I will explain when there is a delay, provide an estimated wait time and apologize for any inconvenience.
- Commitment: I will write legibly for safe and effective communication.
- Commitment: I will provide helpful and caring assistance.
- Commitment: I will take initiative and be proactive, striving for continual process improvement.
- Commitment: I will promote the services available at UK HealthCare to meet the patient care needs of the Commonwealth.
- Commitment: I will keep all public areas clean and work with my co-workers to achieve a professional environment.
- Commitment: I will offer positive reinforcement, recognize accomplishments and provide resources.

- Commitment: I will protect privacy and health care information according to the Notice of Privacy Practices of the University of Kentucky; I will be sensitive to my patients' and customers' privacy.
- Commitment: I will honor patient rights to confidentiality and modesty.
- Commitment: I will communicate clearly so that patients and family members understand their plan of care and their role in its implementation.
- Commitment: I will create an atmosphere of trust and honesty with open communication.
- Commitment: I will follow-up to meet patients' and customers' needs.
- Commitment: I will mentor and assist employees to develop exceptional skills.
- Commitment: I will use resources wisely.
- Commitment: I will demonstrate support and respect for my colleagues and handle all interactions in a professional manner.
- Commitment: I will be available, never saying "that's not my job." I will be accessible, visible and easily approachable.
- Commitment: I will constantly look for new or safer ways to deliver or improve the patient and family experience.
- Commitment: I will constantly look for ways to improve our working environment.
- Commitment: I will demonstrate integrity and professionalism at all times.
- Commitment: I will comply with the University of Kentucky Ethical Principles and Code of Conduct.
- Commitment: I will take action to resolve matters brought to my attention. If I am unable to resolve a matter, I will involve the appropriate person to achieve a resolution.
- Commitment: I will be respectful, talk through issues and conflicts and address conflicts in a respectful way.
- Commitment: I will comply with the University of Kentucky Corporate Compliance Program.
- Commitment: I will adhere to the University of Kentucky standards for billing and collection.
- Commitment: I will show others I value their time by assuming an appropriate sense of urgency.
- Commitment: I will project a positive attitude and keep my work-related or personal frustrations separate from my patient care and professional activities.
- Commitment: I will not discuss in public areas frustrations with another unit or another person.
- Attending Commitment: I will recognize that my customers/patients' time is valuable and will make all efforts to provide my services in a timely manner and as scheduled.

Attending Commitment: I will be available for my scheduled clinical activities and avoid overlapping responsibilities that would create tardiness and delay of patient care as scheduled.

Attending Commitment: I will provide the highest standard of care to all patients, regardless of financial, social, or political status.

Attending Commitment: I will meet and follow the same standards for behavior and service that I expect from support/ancillary staff.

Attending Commitment: When I recognize potential areas for improvement in quality, I will provide feedback to the appropriate manager/supervisor director in a constructive and respectful manner and assist in the process for improvement.

Attending Commitment: I will review and understand billing and coding issues and appropriate documentation pertinent to my area of practice.

Attending Commitment: I will complete my clinical tasks in a timely manner, avoiding outside interruptions (i.e., conference calls, phone interviews, internet searches), to avoid inappropriate use of staff in overtime situations.

Attending Commitment: I will address and refer to all non-UK HealthCare providers and institutions with respect and in a positive manner.

**UNIVERSITY OF KENTUCKY
CLINICAL ENTERPRISE
UK HEALTHCARE**

**BEHAVIORAL STANDARDS IN PATIENT CARE*
COMMITMENTS TO PERFORMANCE**

SECTION I

PREAMBLE

The mission of the University of Kentucky clinical enterprise now commonly known as “UK HealthCare” (each of the University of Kentucky Hospitals (University of Kentucky Chandler Hospital, UK HealthCare Good Samaritan Hospital, and Kentucky Children’s Hospital), UK HealthCare East, Kentucky Clinics, Markey Cancer Center, Gill Heart Institute, Kentucky Neuroscience & Orthopaedics Institute and the clinical activities of the Colleges of Medicine, Pharmacy, Nursing, Health Sciences, Dentistry and Public Health)[†] is to help the people of the Commonwealth and beyond, gain and retain good health through creative leadership and quality initiatives in education, research, and service.

UK HealthCare is committed to the pillars of academic health care - research, education and clinical care. Dedicated to the health of the people of Kentucky, we will provide the most advanced patient care and serve as an information resource. We will strengthen local health care and improve the delivery system by partnering with community hospitals and physicians. We will support the organization’s education and research needs by offering cutting edge services on par with the nation’s best providers.

It is well established that the “caring” aspect of treating patients has a therapeutic impact; the quality of the environment and the interpersonal relationships that surround patients appreciably affect the course of their recovery. From experience, we know that we cannot assume that all individuals hold acceptable attitudes or understandings regarding what is ethical, right, or appropriate in regard to relationships with patients, families, and colleagues. Because behavior in patient care, as in other areas, is learned, and the ultimate goal of an academic health sciences center is exemplary patient care as a teaching model, high standards of professional and humane behavior in patient care should be prominent among the values that are communicated through all learning experiences, formal and informal. This institution has the obligation and responsibility to formulate and implement such standards.

As a state institution, support of the community health care systems consistent with legal and ethical treatment of patients is part of the University of Kentucky UK HealthCare service mission. To fulfill this mission, UK HealthCare practitioners must work as a team with

* Referred to in this document as Standards

† Formerly known as the University of Kentucky Albert B. Chandler Medical Center.

community providers, hospitals, and other health practitioners throughout Kentucky. The following Standards are not intended to supplant existing professional codes of ethics where they exist for specific professions and applicable laws and regulations regarding the care and treatment of patients but rather to illustrate, specify, and make relevant these generally accepted ethical codes to our patient care programs. While the Standards are primarily the institution's goal to provide exemplary patient care and to serve as an instructional document, many of the Standards describe mandatory behavior.

To achieve excellence in customer service and customer satisfaction, commitments to service excellence are added to the Principles and Standards. The commitments are expected of each individual.

Supervisors, instructors and professionals shall have responsibility for introducing and maintaining an acceptable level of performance according to these Standards and Commitments in their individual areas of responsibility. They shall have the opportunity and responsibility to exercise discretion and judgment in whether a violation is minor and needs primarily counseling, reprimand, and/or warning or whether it constitutes a major violation requiring disciplinary action.

1. Approval of and Amendments to Standards

- 1.1. The Standards and Commitments shall be established as policy for UK HealthCare by the University Health Care Committee of the Board of Trustees of the University of Kentucky in accordance with its responsibility in all matters involving the quality of patient care.
- 1.2. Recommendations for amendments to these Standards may be made by any individual within UK HealthCare to the Executive Vice President for Health Affairs. Such recommended amendments will be presented to the UK HealthCare Medical Staff Executive Committee for consideration. Provided the UK HealthCare Medical Staff Executive Committee endorses the suggested amendment for adoption, the Executive Vice President for Health Affairs shall present the suggested amendment to the University Health Care Committee for consideration, together with the endorsement of the Medical Staff Executive Committee and the recommendation of the Executive Vice President for Health Affairs which need not be consistent with the endorsement. Upon approval by the University Health Care Committee, the amendment shall become effective.
- 1.3. Recommendations for amendments to these Commitments may be made by any individual within UK HealthCare to the Executive Vice President for Health Affairs. With the concurrence of the UK HealthCare Medical Staff Executive Committee, the Executive Vice President for Health Affairs may approve amendments to these Commitments which shall be reported to the University Health Care Committee.

2. Applicability

- 2.1. These Standards and Commitments shall apply to all individuals who come into contact with patients of UK HealthCare or participate in UK HealthCare activities associated with patient care, irrespective of location.

3. Interpretation of Standards
 - 3.1. Standards have been expressed in terms of observable behaviors as much as possible to facilitate modeling, instruction, supervision, and evaluation in patient care programs.
 - 3.2. These Standards are not to be constructed as exhaustive; other specific actions or behaviors not cited herein should be judged in light of the intent of the document.
4. Interpretation of Commitments
 - 4.1. Commitments are to be interpreted consistently with the Governing Regulations and the Administrative Regulations of the University of Kentucky, the Medical Staff Bylaws and these Standards. Any inconsistency will be governed first by such regulations, then the bylaws and then by the Standards.
 - 4.2. Commitments have been expressed in terms of personalized affirmations of observable behaviors to facilitate individual understanding of expected behavior.
 - 4.3. These Commitments are not to be constructed as exhaustive; other expectations are set forth in the Governing Regulations, Administrative Regulations, Medical Staff Bylaws and other policies applicable to UK HealthCare.
5. Definitions
 - 5.1. As used herein,
 - 5.1.1. “shall” or “must” indicates mandatory behavior, the only acceptable method or level of performance;
 - 5.1.2. “should” indicates commonly accepted methods or behaviors yet allows for effective alternatives;
 - 5.1.3. “may” in the interpretation of a standard or commitment indicates an illustration of an acceptable method;
 - 5.1.4. “individuals” means any and all persons (i.e., attending, faculty, medical staff, staff, house staff, student, or volunteer) involved in rendering patient care directly or indirectly;
 - 5.1.5. “patient” includes any person receiving services such as a consumer, client, inpatient, or outpatient;
 - 5.1.6. “customer” means each patient and every other person with whom an individual comes in contact during the work day.
 - 5.1.7. “unit” means any organized administrative component of the University of Kentucky.
 - 5.1.8. “minor violation” is one that does not compromise the general well-being of the patient and/or has minor legal implications for the institution;
 - 5.1.9. “major violation” is one that compromises the health and well-being of the patient and/or his major legal implications for the institution.
 - 5.1.10. “supervisor” shall mean all persons fulfilling supervisory roles at any level for faculty, medical staff, staff, house staff, or students.

6. Implementation and Enforcement of Standards
 - 6.1. Procedures for reporting violations by faculty, medical staff, staff, house staff, or students to patient program supervisors, Chief Medical Officer, Dean of the applicable College, and the Executive Vice President for Health Affairs shall be consistent with procedures established herein.
 - 6.2. Procedures for UK HealthCare notifying a house staff officer's or student's academic instructor and Dean of a violation shall be consistent with procedures established by the Deans of the Colleges.
 - 6.3. Disciplinary action and appeals shall be consistent with existing procedures appropriate to the individual's status as faculty, medical staff or staff as stated within the Personnel Policy and Procedure Manual or the Medical Staff Bylaws or Rules and Regulations.
 - 6.4. The Hospital Administrator, Chief Medical Officer, Dean, or the Executive Vice President for Health Affairs may remove any individual from the patient care setting to protect patient safety.
 - 6.4.1. Any supervisor may remove any individual from the patient care setting or activity to protect patient safety. Reporting of the incident and disciplinary action shall be consistent with the Policies and Procedures applicable to the individual's status in patient care.
 - 6.4.2. This action, if it involves a student, does not constitute disciplinary action against the student nor affect the student's academic status. This action, if it involves a student, must be reported promptly to the student's instructor and Dean. All action relative to the academic progress and status of the student shall remain the responsibility of the College.
 - 6.4.3. Reinstatement of a student in a particular patient care setting from which they have been removed shall be on the recommendation of the student's Dean and with the consent of the Hospital Administrator or the Executive Vice President for Health Affairs.

SECTION II STANDARDS

Principle A -

Each patient shall be treated as a whole, irreplaceable, unique, and worthy person.

Commitment: I will recognize that patients and other customers are unique individuals, and I will be sensitive to their life experiences, circumstances and emotions when assessing needs and communicating information.

Standards

1. Individuals shall interact with patients, their families or visitors in a courteous, considerate manner that shows respect uncompromised by such factors as religion, cultural background, national origin, race, color, age, sex, disability, or socioeconomic status.

Commitment: I will use my one opportunity to make an outstanding first impression.

- 1.1. Individuals should address adult patients by title and surname unless permission is granted by the patient to use a more informal form of address or unless it is clearly therapeutically beneficial to do otherwise.
- 1.2. On entering a patient's room, individuals should acknowledge the patient by an appropriate but simple greeting, state their purpose and ask permission to enter.

Commitment: I will knock, introduce myself, state my purpose and ask permission to enter a patient's room.

- 1.3. Individuals should avoid interrupting or intruding on situations that patients may feel are private, such as eating, bathing, speaking with family or visitors, or resting.
- 1.4. Individuals shall not refer to patients by their illness, injury, diseased organ, or by any other designation that fails to regard the patient as a whole person.
- 1.5. Individuals shall have an obligation to be respectful of the cultural, religious, ethnic, racial, and life style diversity of patients, their community, physicians, and other providers.
- 1.6. Individuals shall not use abusive, obscene, derogatory, or profane language with patients, families, or visitors.

Commitment: I will use language free from obscenities, profanities, and derogatory or abusive remarks.

- 1.7. Individuals shall treat patient's personal belongings carefully, including a patient's medications brought with them to avoid loss or damage.
- 1.8. Regulations regarding visitors shall be enforced, although special visitation arrangements may be made for special patient needs, with the patient's physician or nurse.

- 1.9. Individuals may use physical restraint on patients consistent with Hospital or UK HealthCare policy only when a patient behaves in such a way as to constitute a danger to the patient or others. Restraint must be applied with no more force than is necessary, and the patient must be held in such a way as to minimize injury to the patient.
2. The patient shall be treated as a unique person requiring an individualized care plan and individualized treatment.

Commitment: ***I will value and respect our patients and other customers by honoring their perceptions, preferences and differences.***

- 2.1. Prior to and during any encounter, individuals should assess through questioning and observation the patient's level of understanding, anxieties, or physical disabilities that may influence what the patient hears or needs to know.

Commitment: ***I will be attentive to patients' and customers' thoughts and feelings and adapt my responses to make them feel comfortable and understood regardless of their behavior.***

- 2.2. Individuals must explain administrative, diagnostic, educational, and treatment services when they are performed in accordance with Principle D of these Standards, although patients have given general consent when they are admitted designed to cover all procedures that are not of a nature to require special consent.
- 2.3. Individuals shall respect a patient's questions, complaints, requests or expressions of fear, and shall address these appropriately by direct response or prompt and appropriate referral, regardless of the varying abilities of patients to express themselves or to understand explanations.
- 2.4. Individuals should attempt to educate rather than dictate to the patient concerning the most appropriate means of meeting the patient's needs, taking into consideration the patient's individual abilities, cultural background, and emotional state.

Commitment: ***I will reinforce verbal instructions and provide written explanation whenever needed.***

- 2.5. Individuals should make every effort to provide appropriate stimulation to patients who are in isolation, aphasic, brain-damaged, sensorially impaired, developmentally or intellectually disabled, disfigured, or in any way limited in their own needs for companionship, activity, or entertainment.

Commitment: ***I will anticipate and be sensitive to patients and customers with special needs.***

- 2.6. Through designated channels, appropriate individuals shall solicit the family's wishes and permission regarding the disposition of a patient's body.

Principle B -

The patient's safety, health, or welfare shall be protected and shall not be subordinated to organizational, staff, educational, or research interests or to any other end.

Commitment: I will make the customer's safety, health, privacy and welfare my first priority.

Commitment: I will provide expeditious, courteous and flexible service.

Standards

1. Any individual performing educational activities beyond what is medically indicated must inform the patient of the purposes and of the patient's right to participate without any effect on the patient's treatment.
 - 1.1. On any specific occasion, individuals shall honor a patient's request to refuse to be examined or observed by any person carrying out educational activities other than those directly involved in rendering the patient's care.
 - 1.2. In all procedures that are to be learned by performing on a patient, an individual must have a person skilled in that technique present, to supervise and to protect the patient's safety and comfort.
 - 1.3. Continuation of educational endeavors following the death of a patient is prohibited by law. Next-of-kin may give permission for instrument procedures or other learning as part of an autopsy permit.
2. Any individual engaging in research shall be sure that patient consent is obtained on a consent form approved by the University of Kentucky Institutional Review Board, signed, witnessed, and make part of the patient's medical record before any procedure is carried out.

Commitment: I will honor and protect individual and organizational confidentiality involving service, research and teaching activities.

3. Members of the health care team should provide services to patients in an efficient, expeditious, and coordinated manner with sufficient flexibility to demonstrate respect for an individual patient's desires, comfort, and rest.

Commitment: I will provide positive, professional and prompt responses and keep my facial expressions and tone of voice consistent with my words.

- 3.1. Delay, transfers, or schedule changes involving patients should be avoided wherever possible; individuals responsible for services involving delays, transfers, or schedule changes for the patient should provide a timely and appropriate explanation to the patient.

Commitment: I will explain when there is a delay, provide an estimated wait time and apologize for any inconvenience.

4. Individuals must follow all standard procedures designed with the safety of the patient in mind to protect patients against injury or infection.

Commitment: I will write legibly for safe and effective communication.

5. Individuals shall not deliberately neglect or intentionally subject a patient to unnecessary treatment, stress, or anxiety.

Commitment: *I will provide helpful and caring assistance.*

6. Individuals must recognize that excessive fatigue, emotional stress, and some medications may impair judgment and physical performance and may jeopardize the quality of patient care and learning activities.
 - 6.1. No individual shall knowingly participate nor shall supervisors allow participation in patient care activities under the influence of a situation or substance that may adversely affect the individual's ability to function with adequate reason and judgment in patient care activities or jeopardize patient confidence.
 - 6.2. An individual shall report to the individual's immediate supervisor any condition that might interfere with performing patient care responsibilities competently and safely.
 - 6.2.1. An individual's request to be removed from the patient care environment should be respected without prejudice. The supervisor shall make a decision as to the assignment of the individual.
 - 6.2.2. A supervisor shall request an individual to relinquish patient care responsibilities if in the supervisor's judgment, reported or observed functioning might interfere with patient's care.
7. Individuals with any illness that may adversely affect patients must report this to their immediate supervisor.
8. Individuals shall maintain neat and clean personal grooming that does not endanger the health or safety of patients and shall dress appropriately for their clinical assignment following standards and/or uniform prescribed by their unit.
9. The clinical enterprise known as UK HealthCare as a part of the University of Kentucky shall maintain a patient-centered culture in which:
 - 9.1. Individuals are empowered to anticipate, prevent, and solve problems at the point of service.

Commitment: *I will take initiative and be proactive, striving for continual process improvement.*

- 9.2. The patient service vision and standards are clear and communicated throughout UK HealthCare.

Commitment: *I will promote the services available at UK HealthCare to meet the patient care needs of the Commonwealth.*

- 9.3. UK HealthCare dedicates resources, e.g., time, training, and reward systems, to developing individuals, the human resources of UK HealthCare.

Commitment: *I will keep all public areas clean and work with my co-workers to achieve a professional environment.*

- 9.4. All those served are represented in decision making, i.e., from the point of care to strategic planning.

- 9.5. Collaboration among disciplines and across organizational boundaries, i.e., the various components of UK HealthCare, is the norm.

Commitment: *I will offer positive reinforcement, recognize accomplishments and provide resources.*

Principle C -

The privacy of the patient and the confidentiality of every case and record shall be maintained.

Commitment: *I will protect privacy and health care information according to the Notice of Privacy Practices of the University of Kentucky; I will be sensitive to my patients' and customers' privacy.*

Standards

1. Individuals shall conduct every discussion or consultation involving patients in a discrete and confidential manner.
 - 1.1. Individuals shall not discuss patients in public areas.
2. Individuals who interview and examine patients shall make every effort to provide the patient with reasonable audio and visual privacy.

Commitment: *I will honor patient rights to confidentiality and modesty.*

- 2.1. The individual shall provide the patient with someone of the same gender to be present during a physical examination, treatment, or procedure, at the patient's request.
3. Only individuals with appropriate authorization (under UK HealthCare, Hospital or patient care program policy), involved in a patient's treatment or in the monitoring of its quality, are permitted to have access to a patient's record. Other individuals require the patient's written authorization.
4. Students shall have access to patient records only for a specific assignment, in a duly constituted and specific course of clerkship.
5. Individuals shall not take patient records from the patient care program premises except under subpoena.
6. Only authorized individuals are permitted to give information regarding patients to agencies as prescribed by law, to authorized family members, or to others identified in the patient's chart by authorization of the patient.
 - 6.1. Every effort should be made to provide family members an opportunity to ask questions and receive sufficient information about a patient's condition and diagnosis within the bounds of maintaining the privacy of the patient and the patient's record.
7. At the request of the patient and/or pursuant to a physician's order, individuals shall limit access of visitors to the patient to ensure the privacy, proper rest, or enhancement of the healing process of the patient.

Principle D -

Patients and/or responsible family shall be informed at all stages of care about personnel responsible for the patient's care; treatment plans and activities for the patient; facilities; services available to the patient; and responsibilities of the patient and family (referred to collectively below as "patient's care").

Commitment: I will communicate clearly so that patients and family members understand their plan of care and their role in its implementation.

Standards

1. All individuals in patient care roles or present in patient care areas are expected to identify themselves and their function clearly.
 - 1.1. Individuals must be able to provide appropriate identification including name, status, department, or role upon request.
 - 1.2. Individuals must introduce themselves to the patient in any direct encounter by name and discuss their role.
 - 1.3. Individuals with supervisory or coordinating roles should introduce themselves, identify their area of responsibility, and leave their name in writing, if requested by the patient.
2. Any individual providing diagnostic, preventive, or therapeutic treatment shall provide the patient and family where appropriate, with concise explanation of the procedure.

Commitment: I will create an atmosphere of trust and honesty with open communication.

- 2.1. The explanation generally should include the following: (a) the purpose or why it is necessary; (b) what is expected of the patient, i.e., position, etc.; (c) what the patient might expect, i.e., pain, pressure, drowsiness, etc.; (d) approximate time involved; (e) results, only if appropriate; (f) patient's right to refuse treatment.
- 2.2. Even the most routine procedure, e.g., taking temperature, drawing blood, or bathing should not proceed without prior verbal announcement of one's intentions and solicitation of the patient's cooperation as necessary.
3. Individuals shall make prompt and appropriate referrals of patient requests for information on any aspect of the patient's care if unable to provide an accurate and useful response.
 - 3.1. Individuals shall make prompt and appropriate referrals of patient requests for legal, spiritual, financial, or any other type of assistance.

Commitment: I will follow-up to meet patients' and customers' needs.

4. Individuals responsible for the supervision or coordination of activities in specific units shall assure that relevant and sufficient information regarding their unit and the patient's care is available to the patient.

Commitment: I will mentor and assist employees to develop exceptional skills.

Principle E -

Behavior reflecting the dignity, responsibility, and service orientation of health care professionals, worthy of the public's respect and confidence, shall be practiced by all individuals.

Commitment: I will use resources wisely.

Commitment: I will demonstrate support and respect for my colleagues and handle all interactions in a professional manner.

Commitment: I will be available, never saying "that's not my job." I will be accessible, visible and easily approachable.

Commitment: I will constantly look for new or safer ways to deliver or improve the patient and family experience.

Commitment: I will constantly look for ways to improve our working environment.

Standards

1. Individuals shall recognize and observe the professional code of ethics where such exists for their particular profession or the profession for which they are in training.

Commitment: I will demonstrate integrity and professionalism at all times.

Commitment: I will comply with the University of Kentucky Ethical Principles and Code of Conduct.

2. Individuals are responsible for their actions and judgments in patient care activities.
 - 2.1. Individuals shall have the responsibility to question and/or to refuse to proceed with directives for patient care when in their judgment inherent danger to the patient exists.
 - 2.2. The team concept shall not diminish or obscure individual's responsibility or accountability in patient care activities.

Commitment: I will take action to resolve matters brought to my attention. If I am unable to resolve a matter, I will involve the appropriate person to achieve a resolution.

3. Individuals making patient care assignments shall base the assignment on the individual's competence.
4. Individuals observing or knowing of incompetent, unethical, or illegal conduct that endangers a patient's health or general welfare shall report this through established channels.

Commitment: I will be respectful, talk through issues and conflicts and address conflicts in a respectful way.

5. Individuals shall report errors or omissions in patient care activity to their immediate supervisor.
6. Individuals documenting in official records shall ensure that all relevant information is noted, accurate, and complete.

Commitment: *I will comply with the University of Kentucky Corporate Compliance Program.*

Commitment: *I will adhere to the University of Kentucky standards for billing and collection.*

6.1. Individuals shall not make any misstatement or act of intentional omission in official records for purposes of misrepresentation.

7. Individuals shall be punctual and thorough in meeting their patient care assignments. Repeated tardiness, absence, or a consistent pattern of lack of application, unreliability, or indifference will not be tolerated.

Commitment: *I will show others I value their time by assuming an appropriate sense of urgency.*

8. Individuals shall not share personal problems, frustrations, or negative comments about colleagues, supervisors, or the institution with patients or their families.

Commitment: *I will project a positive attitude and keep my work-related or personal frustrations separate from my patient care and professional activities.*

9. Individuals shall not engage in any argument or altercation in the presence of or with patients, family, or visitors.

Commitment: *I will not discuss in public areas frustrations with another unit or another person.*

10. Complaints from the patient or family regarding individuals and institutional services should be received in a positive manner and referred promptly to the appropriate person.

11. Individuals shall avoid inappropriate intimacy with patients.

Principle F -

Each patient shall have a responsible attending physician or dentist.

Standards

1. There shall be an attending physician or dentist for each patient.

1.1. The attending and senior resident must be known by name and face to the patient.

1.2. The attending and/or senior resident shall inform the patient of the overall plan for care.

1.3. The attending shall discuss with the patient and family, except in emergencies, the treatment alternatives including procedures, rationales, consequences, and significant risks of proposed treatment and alternatives and the probable duration of disability.

1.4. The attending must discuss with other team members the management of the patient's care, including but not limited to the transfer of patients to other providers and the selection of secondary consultations.

- 1.5. The attending shall be free to make known to patients all care options and treatment plans.
- 1.6. The attending shall visit the patient at least once a day on an inpatient basis to answer questions, to clarify the patient's care plan, and to advise the patient and family of the patient's daily progress as well as of major decisions, unless the attending and the patient agree in advance that a daily visit is not necessary.
- 1.7. The attending shall provide explanation for any consultations requested and give the patient a coordinated view of the patient's care as treatment progresses.
- 1.8. The attending shall apprise the patient that this is a teaching institution and of the involvement of various levels of health professionals in training in the patient/s care, of the benefits this has for the patient, of the importance of the patient's role in the health care team, and of the patient's rights with respect to teaching activities.
- 1.9. The attending shall inform the patient how questions regarding the patient's condition or treatment can be addressed and how the attending physician or dentist can be reached.
- 1.10. The attending shall give clear and prompt explanation to the patient at the time when professional responsibility for a patient is transferred. Attendings to whom a patient has been transferred shall visit the patient as soon as possible to identify themselves and their role.
- 1.11. The attending must communicate in a timely manner during the course of the patient's illness with the referring physician regarding a patient's diagnosis, treatment, progress, and well-being including a specific report at the time of discharge.

Physician and Dentist Commitments

SERVICE:

Attending Commitment: I will recognize that my customers/patients' time is valuable and will make all efforts to provide my services in a timely manner and as scheduled.

Attending Commitment: I will be available for my scheduled clinical activities and avoid overlapping responsibilities that would create tardiness and delay of patient care as scheduled.

Attending Commitment: I will provide the highest standard of care to all patients, regardless of financial, social, or political status.

Attending Commitment: I will meet and follow the same standards for behavior and service that I expect from support/ancillary staff.

QUALITY:

Attending Commitment: When I recognize potential areas for improvement in quality, I will provide feedback to the appropriate manager/supervisor director in a constructive and

respectful manner and assist in the process for improvement.

RESOURCES:

Attending Commitment: I will review and understand billing and coding issues and appropriate documentation pertinent to my area of practice.

Attending Commitment: I will complete my clinical tasks in a timely manner, avoiding outside interruptions (i.e., conference calls, phone interviews, internet searches), to avoid inappropriate use of staff in overtime situations.

GROWTH:

Attending Commitment: I will address and refer to all non-UK HealthCare providers and institutions with respect and in a positive manner.