



Bristol Hospital & Health Care Group

Medical Staff Code of Conduct

Approved by:	ECMS: 2/19/2019, 3/16/2021 Board of Directors: 3/6/2019, 04/07/2021
Responsible Party:	Medical Staff
Applies to:	Medical and Adjunct Staffs
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All professional activity at Bristol Hospital must take place in an atmosphere of collegiality, cooperation and professionalism. Members of the Medical Staff are expected to conduct themselves in a manner consistent with and supportive of the hospital’s mission, vision and core values.

Respectful Treatment

All members of the Medical Staff shall treat patients, employees, physicians and others in the hospital with respect, courtesy and dignity and conduct themselves in a professional and collaborative manner.

Safe Environment of Care

Members of the Medical Staff acknowledge and agree that the protection and safety of patients, employees, physicians and others in the hospital and the orderly operation of the hospital are paramount.

Patient Care

Members of the Medical Staff agree to provide care to patients consistent with generally recognized standards of care. Medical Staff members further agree to actively help educate patients and their families regarding the medical condition for which the patients are receiving care and treatment. Medical Staff members will refrain from placing impertinent or inappropriate written comments in the patient’s medical record. Additionally, members of the Medical Staff agree to coordinate care, treatment and services with other practitioners and hospital staff as appropriate and seek consultation whenever warranted by the patient’s condition. Medical Staff members will be available to and will cooperate with other practitioners in the exchange of pertinent patient care information and resolution of patient care issues.

Language and Behavior

Members of the Medical Staff agree to refrain from engaging in any behavior that may impair the ability of the healthcare team to provide quality care and/or otherwise create a hostile or intimidating work environment. Prohibited conduct includes, but is not limited to, making offensive or derogatory comments, racial or ethnic slurs or jokes, sexual comments/innuendos, violence or threats of violence, using foul or profane language, raising his/her voice in anger, acting in a rude, intimidating or otherwise unprofessional manner, engaging in retaliatory conduct, criticizing individuals in inappropriate forums, displaying disruptive behavior in meetings or forums or activity which affects or impacts the community’s confidence in the hospital’s ability to provide quality patient care.

Harassment/Discrimination

Members of the Medical Staff also agree to refrain from engaging in any form of unlawful discrimination or harassment based upon any legally protected characteristic, including race, color, religion, national origin, sex, sexual orientation, pregnancy, age disability or military status. Harassment is defined as

unwelcome verbal, visual or physical conduct that creates an intimidating, offensive or hostile work environment that interferes with work performance. Sexual harassment includes making unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature that is unwelcome or offensive to individuals who are subjected to it or who witness it. Members of the Medical Staff agree to comply with the Hospital's Sexual Harassment policy. Because of the unique legal implications surrounding sexual harassment, a single confirmed incident requires a meeting to be held with the Medical Staff member to discuss the incident.

Retaliation

Any individual may make a complaint regarding any of the categories of behaviors noted above. Members of the Medical Staff agree to refrain from engaging in any form of retaliation towards anyone making a complaint. Retaliation is defined as any action taken by the Medical Staff member against the reporting employee or colleague which has negative effect on the employee's or colleague's terms, conditions or privileges of employment or participation. This includes intimidation, blacklisting, termination, suspension, demotion, reduction in salary or compensation, failure to hire, harassment, verbal, visual or physical conduct that creates an intimidating, offensive or hostile work environment, and any act that would dissuade a reasonable person from engaging in further reporting activity.

Corrective Action for Inappropriate Conduct

Collegial and educational efforts may be used by Medical Staff leaders or their designees to address inappropriate conduct. Collegial steps, including counseling, warnings and meetings with a practitioner may be taken to address complaints about inappropriate conduct. However, a single incident of inappropriate conduct or a pattern of inappropriate conduct may warrant immediate corrective action in accordance with the Medical Staff Bylaws and Rules and Regulations. The process will be overseen by the Chief Executive Officer or designee and President of the Medical Staff.

The Bristol Hospital Medical Staff has a Medical Staff Peer Review Committee charged with continuously monitoring and improving the performance of all Medical Staff members and performing peer review of individual events related to patient care in an impartial and fair manner. Whenever a concern is identified by a member of the Medical Staff related to a particular patient case or practitioner performance, such matter should be referred by the Medical Staff member to a member of an executive leadership group, Bristol Hospital Medical Staff Department Peer Review Committee, or the Medical Staff Peer Review Committee for such committee's investigation and action. The review of the particular patient case or practitioner performance in this manner, through the appropriate peer review committee, affords the Connecticut peer review immunity statute's protections to all communications and disclosures made concerning the patient case or practitioner. Communications made between or among Medical Staff members or other hospital staff outside of the peer review committee process concerning opinions about a particular practitioner or his/her performance are not protected from discovery in civil actions for slander or malpractice for example. Any Medical Staff member who has a concern or a complaint regarding a patient case or a practitioner's performance should bring such concern/complaint to a member of an executive leadership group for its investigation of such concern/complaint. The Medical Staff member raising the concern or complaint shall cooperate with the committee in its investigation as requested.

Confidentiality

Members of the Medical Staff agree to maintain confidentiality of patient care information at all times in a manner consistent with all relevant laws. Members of the Medical Staff shall also abide by the Medical Staff Rules and Regulations and Policies regarding confidentiality of peer review files and process.

Compliance

Members of the Medical Staff agree to abide by the Medical Staff and Hospital Bylaws, Rules and Regulations, Policies and applicable standards of accrediting and regulatory organizations. Furthermore, members agree to abide by applicable laws and regulations of government agencies.

By my signature below I certify that I have read and agree to the Bristol Hospital Medical Staff Code of Conduct. I agree to comply with standards, policies, procedures and other provisions of the Code of Conduct. I am committed to a Code of Conduct that supports my responsibility to my patient as the highest priority. I understand that compliance with the provisions contained in the Code of Conduct is a condition of obtaining and retaining medical staff credentials and privileges at Bristol Hospital. I also understand that Bristol hospital may from time to time amend, modify and update the Code of Conduct pursuant to the Bylaws and Rules and Regulations of the Medical Staff of Bristol Hospital.

Practitioner Signature _____ Date _____

Printed Name _____