

Living our Values:

Code of Conduct – At a Glance

Exceptional Care, inspired by you

We've proudly embraced our guiding values at QHC. The new code of conduct puts into words what it means to live our values in how we treat our patients, families and each other. I think you will agree that this is one policy we can all feel good about.

* **Imagine It's You**

We demonstrate compassion, empathy, and patience in every interaction and provide effective care and support to our patients, families, and each other. We actively strive to consistently meet the expectations of patients and families throughout their experience with QHC. We provide a clean, comfortable, and safe environment for our patients, families, and each other.

* **Respect Everyone**

We treat patients, families, and each other with respect and dignity at all times. We demonstrate professionalism in all our interactions and communicate in a courteous and considerate manner with both our language and actions. We respect and preserve the rights of patients, families, and each other to privacy and the security of personal information. We maintain the confidentiality of hospital business and do not disclose information about the Hospital without the proper authorization.

* **Take Ownership**

We take personal responsibility for our decisions and actions and follow through on our commitments and obligations. We carry out our work duties utilizing safe work practices to ensure the safety of ourselves, colleagues, and the patients and families we serve. We take active responsibility for the care and use of QHC property and resources and ensure they are used effectively and in a prudent manner.

* **We All Help Provide Care**

We work as a member of a cohesive team of equally valued partners with consideration of the unique abilities of others. We seek input and feedback from others, as appropriate, and resolve conflicts in a respectful manner. We encourage patients to be actively involved in their care and will provide them with information about their diagnoses and treatments in a manner easily understood to make informed decisions.

* **Always Strive to Improve**

We actively seek opportunities to learn and further improve our daily work, processes and practice. We report errors, incidents, and 'near-misses' using the prescribed procedures and identify and help implement opportunities to improve processes and practices. We work with collegiality, cooperation and professionalism, and comply with applicable laws, policies, and regulations and ensure valid registrations, re-certifications, and credentialing to continue professional practice.

Who does the new policy apply to?

Everyone employed by or associated with QHC, including Board members, employees, credentialed healthcare professionals, volunteers, students, and contract workers, are expected to comply with this Code of Conduct at all times. Everyone employed by or associated with QHC is expected to report significant violations of the Code of Conduct. The reporting process is detailed further in this policy. To learn more, talk to your manager or view the full policy on the MyQHC intranet!

View the full policy on MyQHC intranet, under Policies in the Human Resources Section