



**Norwegian American Hospital  
Policy and Procedure**

<b>Policy Number: HR.04.01</b>	<b>Initial Approval Date: March 1985</b>	<b>Effective Date: June 2013</b>
<b>Subject: Hospital Rules and Code of Conduct</b>		<b>Revised: June 2009 July 2010 November 2010 June 2013</b>
		<b>Reviewed:</b>
<b>Department Head: Vice President Human Resources</b>		<b>Retired:</b>
<input type="checkbox"/> Departmental Policy <input checked="" type="checkbox"/> Hospital-Wide Policy <input type="checkbox"/> Standard Operating Procedure		
<p><b>Purpose:</b> To establish standard practices and regulations for all employees to follow as a condition of employment, and to set forth disciplinary guidelines for policy violations. To delineate the type of actions seen by Norwegian American Hospital (NAH) that requires immediate progressive disciplinary action.</p>		
<p><b>Definitions:</b></p> <p><b><u>Working Time</u></b> – The time when an employee is on duty and to be performing work for NAH, excluding meal periods and breaks.</p> <p><b><u>Occurrence of Absence</u></b> – Any absence from work for a continuous period of time of two hours or more regardless of the reason. A single occurrence of absence may include a partial-day absence due to leaving work early, a full-day absence, or an absence of two or more consecutive scheduled work days.</p> <p><b><u>Patient Care Areas</u></b> – Any room, corridor or enclosed area that either houses patients or is used by NAH staff for the purpose of administering professional healthcare. Including, but not limited to, Patient care units, patient rooms, operating rooms, therapy rooms, radiology, emergency rooms, outpatient clinic areas, corridors and any other area which is frequented by NAH patients during their confinement and subsequent recovery.</p>		
<p><b>Policy:</b> It is the responsibility of every employee, including employed physicians, to work and act within the scope of basic rules established by Norwegian American Hospital, for the welfare</p>		

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of the employees, patients and visitors of the Hospital. The Hospital lists the following examples of rules; however, the list is not all inclusive as this policy can in no way list or anticipate all possible inappropriate behavior.

**Procedure(s):** Standards of conduct for all employees at Norwegian American Hospital (NAH) are as follows:

Employees are subject to immediate discharge, even for a first-time offense, for various policy violations including, but not limited to, the actions enumerated in this section. Such discharges should be reviewed in advance with Human Resources and may be subject to appeal through the established internal grievance procedure (see Grievance Process policy).

1. Failure to perform job duties satisfactorily.
2. Violation of departmental or Hospital rules or policies.
3. Refusal to obey a manager's directive or perform a job assignment (i.e., insubordination). Failure or refusal to accept a new job assignment or a change of employment to a new department section or shift. Refusal to accept a mandatory overtime assignment. However, mandating overtime to an RN as described in the Illinois Hospital Licensing Act, as amended, is prohibited.
4. Theft or misappropriation of NAH property or of the possessions of patients, visitors or fellow employees irrespective of the value of the item.
5. Unauthorized modification, access, destruction or disclosure, of sensitive or confidential information or data, including, but not limited to, protected health information (PHI) or NAH patients.
6. Violating the confidentiality of the patient-physician relationship, or compromising a patient's right to privacy by unauthorized reading or discussion of patient treatment, financial or other individually identifiable health information.
7. Forging, altering or falsifying any NAH document or information.
8. Removal or unapproved modification of any time document; recording the time of another employee; instructing an employee to record the time of any other employee; or any falsification of time reporting. Employees are not allowed, without permission from immediate supervisor, to clock in and conduct personal business during work time such as parking, eating, etc. Examples include such actions as (1) parking by an entrance, entering the building to punch in at the time clock and then returning to move the car to an allowable parking space or (2) punching in, going immediately on break or to eat a meal without commencing work.
9. Engaging in any conduct which is disruptive or damaging to NAH or reflects adversely on employees, patients or visitors, whether on the job or off.
10. Unauthorized use, possession, or sale of drugs, alcohol or other controlled substance

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- on NAH property or premises, or failure to comply with the Drug and Alcohol Free Workplace policy, including failure or refusal to submit to a required drug or alcohol screen.
11. Unauthorized possession or concealing of firearms or other weapons on NAH premises at any time.
  12. Fighting with, attacking, threatening, intimidating, or interfering with the work activities of any employees or the activities of patients, managers, or other individuals at any time. Failure to comply with NAH Behavioral Expectations.
  13. Jeopardizing the health or safety of patients or employees for any reason.
  14. Failure to report absence from work according to department call-in procedures for three consecutive work days (job abandonment).
  15. Failure to cooperate or provide requested information relative to an NAH initiated investigation.
  16. Failure to maintain required licensure, certification and/or working without a required license, certification or registration.
  17. Knowingly setting off a false alarm.
  18. Sleeping or giving the appearance of being asleep while on duty.
  19. Performing or participating in the electronic recording or monitoring of any meeting, discussion or conversation involving one or more NAH employees, unless express permission has been granted in advance by all persons participating in the meeting, discussion or conversation. Personal cell phones or other personal electronic devices may not be used to take photographs of any activities or persons. This includes photographing any fellow employees, physicians, patients, visitors or NAH facilities.
  20. Retaliating or threatening to retaliate against anyone who reports misconduct or policy violations.
  21. Being an accessory, conspiring, or attempting to commit any of the above offenses.
  22. Failure to complete mandatory annual health screening as required by NAH Employee Health Services policy, or failure to complete mandatory training requirements as established by NAH.
  23. Use of profane, obscene or threatening language towards patients, employees, managers or others. This includes derogatory ethnic name-calling or offensive references to ethnic background.
  24. Receipt of 3 Level Two (or above) warnings in a twelve month period.

Other violations of rules may warrant warning, disciplinary suspension or discharge depending upon the circumstances. These include but are not limited to:

25. Misuse or removal from the premises, without proper authority or approval, of NAH records or confidential information of any nature, including, but not limited to,

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- protected health information or of any property of NAH, its employees, patients or visitors.
26. Using another employee's identification badge, name tag, systems login or systems password or permitting another to use one's identification badge, name tag, systems login or systems password.
  27. Failure to return to work or report continuing absence on the day you have been scheduled to return to work after vacation, sick time or leave of absence.
  28. Irregular attendance, regardless of the availability and/or use of paid time off or violating the NAH Attendance policy.
  29. Horseplay, scuffling, running or throwing things, distracting the attention of others, or engaging in other such conduct contrary to the Mission and Core Values of NAH.
  30. Gambling of any kind on premises.
  31. The making or publishing of statements that are in any way malicious in their intent concerning any employee, manager or NAH.
  32. Abuse, misuse, or deliberate destruction or defacement of NAH property or the property of other employees, patients or visitors.
  33. Conducting any unauthorized outside business on NAH premises.
  34. Creating or contributing to unsanitary conditions or throwing refuse or objects on the floor or out of the windows.
  35. Misuse of work time by wasting time or loitering on any NAH property; stopping work; making preparations to leave work before the authorized time; conducting personal business during working hours; or leaving the work area or the assigned work location during assigned working hours without permission.
  36. Smoking on any NAH property.
  37. Disregard of common safety practices or unauthorized operation of machines, tools or equipment, violating any established safety rules or practices, or engaging in conduct that creates or tends to create a safety hazard. Being subject to accidents resulting in personal injury or injury to others. Failure to utilize proper personal protective equipment (PPE).
  38. Abuse of parking privileges, including violation of parking rules.
  39. Soliciting gratuities from patients or visitors or failure to report gratuities, including gifts.
  40. Fraternalization or other unprofessional interaction with patients, visitors or other employees.
  41. Failure to comply with Corporate Health Requirements including attending required appointments and obtaining clearance prior to returning to work (if required).
  42. Failure to (within 24 hours) report an incident or work related injury.
  43. Violation of any NAH policy.

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<b>Resource(s):</b> Norwegian American Hospital Policy, HR.04.04 Employee Grievance Procedures Norwegian American Hospital Policy, HR.04.02 Attendance Policy Norwegian American Hospital Policy, HR.04.07 Fraternalization Norwegian American Hospital Policy, HR.07.05 Telephone Calls and Related Electronic Communication Norwegian American Hospital Policy, HR.07.15 Parking Policy Joint Commission HR.01.02.05 (2010) Joint Commission HR.01.02.07 (2010) Joint Commission HR.01.05.03 (2010) Joint Commission HR.01.07.01 (2010)

<b>Signature of Approver:</b>	<b>Approver Name / Title / Date Signed:</b>
<b>SIGNATURE(S) ON FILE</b>	Marcia Powers <b>Vice President Human Resources</b>
	José R. Sánchez <b>President &amp; Chief Executive Officer</b>
<b>Approved by Policy Committee</b>	<b>Date: June 6, 2013</b>
<b>Approved By Committee (Name):</b>	<b>Date:</b>