

TITLE: Code of Ethics

SOURCE: Ethics Committee, Pt Care Services,
Finance, Marketing,
Materials Management

APPROVAL: Senior Management Team DATE LAST
 Medical Board REVISED: 10/00
 Board of Trustees

POLICY:

It is our commitment that all patients, families, significant others, employees, and physicians will be treated with dignity and respect, reflecting the Allina values of service, innovation, partnership, stewardship, and integrity. We recognize that we serve a diverse population. We will respect individual differences and preferences while tolerating no discrimination based on, but not limited to, race, gender, age, religion, heritage, education, national origin, sexual orientation, physical disability, or social or economic status. We will provide compassionate, sensitive, and culturally appropriate care, and work diligently to meet the needs of all persons who seek our services.

Abbott Northwestern Hospital has established this statement of organizational ethics in recognition of our responsibility to the patients, staff, physicians, and communities we serve.

It is the responsibility of every employee of Abbott Northwestern Hospital and every member of the medical staff to act in a manner that is consistent with this organizational statement and its supporting policies.

I. Patient-focused ethical issues:

We will treat all patients with dignity, respect, and courtesy.

We will constantly seek to understand and respect patients' goals for care. We will fully inform patients regarding their medical condition, all reasonable therapeutic options and their associated risks. In cases where patients are deemed medically unable to comprehend the information, it shall be provided to the patient's guardian or other assigned representative, in accordance with Minnesota law. We will seek participation from patients (or their representatives, as needed) in all decisions regarding the care we deliver.

We will fully comply with mandated reporting procedures when we receive information about, or are suspicious of, maltreatment or neglect of a child or vulnerable adult. We will address instances

of domestic abuse, actual or suspected, and we will support and facilitate access to appropriate protective services.

Throughout this organization, we will consistently follow standards of care based upon the needs of the patient, applying the same standard of care regardless of the setting in which that care is provided and without regard to the patient's ability to pay. If we are unable to supply the services required by an individual patient, we will provide for safe transfer to another institution.

Participation in any investigational study, research project, or clinical trial, will be fully disclosed and offered only with the approval of our Institutional Research Board.

In cases involving a medical or moral dilemma, or in cases of conflict between patient and caregivers, a consulting team from the Ethics Committee will be convened, upon request, to facilitate a mutually satisfactory resolution, using the principles of mediation and the established principles for ethical reflection.

Patient-related policies and procedures which provide specific guidance for ethical conduct at Abbott Northwestern Hospital include, but are not limited to, these Administrative policies:

- Child Abuse and Neglect; management of suspected maltreatment
- Comfort Care Only
- Confidentiality
- Conservatorship
- Do Not Resuscitate
- Domestic Abuse, Physical and Sexual Assault
- Ethics Consultation Guidelines
- Healthcare Directives for Inpatient Medical Treatment
- Informed Consent/Informed Decision Making
- IRB Investigational Drugs/Devices
- Non-Discrimination
- Patient Bill of Rights
- Patient Grievance Mechanism
- Professional Code of Ethics
- Restraint or Seclusion
- Transfer to Another Hospital/EMTALA
- Vulnerable Adult Reporting Maltreatment

II. Organization-focused ethical issues:

The Allina Employee Standards of Business Conduct have been developed and shall be applied to guide employees in their business relationships with suppliers, providers, contractors, third-party payors and government entities.

Billing Procedures:

We will provide assistance to patients with questions about their health care cost and billing information. As a member of the

Allina Health System, it is our policy to consistently and fully comply with all laws and regulations pertaining to the delivery of and billing for services. We will comply with all standards and guidelines of Medicare, Medicaid, and other government programs. Allina-wide billing compliance programs and manuals shall be developed and kept current with all applicable laws and regulations and staff shall be educated in their responsibilities of this matter.

Marketing and Communication Procedures:

We will exemplify the highest standards of honesty and integrity while carrying out obligations to our clients. We will deal fairly with the public, with past or present clients or employees, and with fellow practitioners, respecting free inquiry and the opinions of others while being mindful of each patient's right to privacy and confidentiality.

We will adhere to the highest standards of accuracy and truth, avoiding extravagant claims or unfair comparisons and give credit for ideas and words borrowed from others. We will not knowingly disseminate false or misleading information and will act promptly to correct errors for which we are responsible. We will not engage in any practice for the purpose of corrupting the integrity of channels of communications or the processes of government. We will not intentionally damage the professional reputation or practice of another practitioner.

Business transactions with suppliers, contractors and other third parties must be free from influence resulting from offers or solicitation of gifts and favors or other improper inducements.

The Employee Standards of Business Conduct shall be applied consistently in business relationships with other health care providers, educational institutions and payors, both within the Allina health care system and external to the system.

Organizational resource allocation will be based on patient, market and community needs.

Business-related policies and procedures which provide specific guidance for ethical conduct at Abbott Northwestern Hospital include, but are not limited to, these policies:

Allina Employee Standards of Business Conduct
Conflict of Interest
Financial Policies and Procedures; and
Customer Service Manual

Human Resource Procedures:

Employees: We recognize the right of employees to not participate in certain aspects of patient care or treatment according to

matters of conscience. We will fully support their right without compromising the ongoing care and treatment of our patients.

Medical Staff: Abbott Northwestern Hospital medical staff are expected to support all policies and procedures of this hospital. Processes are established and accessible through the Medical Staff Office to address known or suspected violation of applicable ethical standards by any medical staff appointee.

Students: We support the development of clinical skills for students from a variety of disciplines and schools. Students shall receive orientation and supervision to assure that patient care, confidentiality, and safety will not be compromised.

Related policies and procedures which provide specific guidance for ethical conduct at Abbott Northwestern Hospital include:

Ethical Considerations - Staff Rights
Consultation, Education Services or Program Requirements
Medical Staff Bylaws, Rules and Regulations

In situations involving an organizational ethical or moral dilemma, designated and specially trained members from the Ethics Committee and the Senior Management team and other appropriate advisors will be convened upon request to resolve the dilemma using the guiding principles of fairness, respect, truth-telling, confidentiality, and advocacy, together with the Allina values. Through application of these principles and values we will strive to meet the objective of wise stewardship of the finite resources available to us, while remaining faithful to the individual and communal needs of enrollees/patients.