

ADAMS COUNTY HOSPITAL 210 N. WILSON DRIVE WEST UNION, OHIO	POLICIES & PROCEDURES: HOSPITAL WIDE	TYPED BY: S. Gill, Adm. Asst.
SUBJECT: CODE OF ETHICS	ISSUED: 6/99	REVISED: 1/00; 2/00; 2/04
	APPROVED: Medical Staff 1/11/00	PAGE 1 of 3

POLICY STATEMENT:

The activities, decisions and relationships of Adams County Hospital (ACH) shall be conducted in an ethical manner consistent with its mission and community commitments. Appointing leaders, hiring consultants and developing relationships with individuals who understand and subscribe to ethical conduct can best carry this out. Where necessary, policies and procedures will be developed to assist in carrying out this code of ethics. In all relationships the hospital will attempt to conduct its affairs with honesty, fairness, completion of commitments, professionalism, respect for individuals, and a balanced application of the greater good vs. individual needs.

DEFINITION OF ETHICS:

Ethics is defined as the process of determining standards of conduct and moral judgment and the application of such to decision-making. Where necessary and/or appropriate mechanisms will be put in place to assist in:

- Ethical decision-making
- Recognizing and dealing with conflicts of interest
- Reconsideration and appeals

APPLICATION:

Adams County Hospital, its Board of Trustees, Medical Staff and Employees will strive to adhere to ethical principles concerning patient care and business operations. The Adams County Hospital Ethics Committee provides an accessible consultation service to be utilized for addressing ethical concerns and problems. This service is available to patients and their families, physicians, and ACH clinical staff and may be accessed through Social Services, Nursing Supervisors, or by contacting Administration. The Hospital's Mission, Vision, Performance Improvement Plan and related policies will provide guidance concerning the following: Billing, Marketing, Patient Care, Admission, Transfer, and Discharge Practices; and avoidance of Conflict of Interest in contractual relationships. Ethical principles will be utilized in all areas of patient care and corporate operations.

A. General Reference Documents:

General ethical behavior is guided by the following corporate documents that are approved by the Board of Trustees:

- Mission Vision
- Performance Improvement Plan
- Planning Documents
- Hospital Bylaws
- Medical Staff Bylaws/ Rule and Regulations
- Rights and Responsibilities of Patients
- Organizational Plan for Patient Care

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B. Patient Rights and Responsibilities

1. The implementation of the Patient Rights and Responsibilities Policy is ensured through the following:
 - a. Employee Orientation
 - b. Patient Handbook
 - c. "You Have The Right" Patient Handbook
 - d. Continuing Education/ Inservices
 - e. Ethics Committee
 - f. Pastoral Care, Consultation , & Visits
 - g. Volunteer Education

The hospital protects the integrity of clinical decision making by according impartial treatment based on identified patient health care needs regardless of how the hospital compensates or shares financial risk with its leaders, managers, clinical staff and practitioner.

The "Rights and Responsibilities of Patients" specifies the rights of patients to receive information about the relationships between the hospital/staff and educational facilities, other healthcare providers, contract services, or regulatory agencies that may impact the patient's treatment.

- a. Anatomical Gift Requests
 - b. Organizational Plan for Patient Care
 - c. Place of Patients
 - d. Rights and Responsibilities of Patients
 - e. Patient Restraint
 - f. Advance Directive Policy (DNRCC, DNRCC-Arrest)
 - g. Discharge Planning
 - h. Ethical Decision – Making in the Care of Patients
 - i. Request for Exclusion from Patient Care
 - j. Care of the Dying Patient (Pain Management, Spiritual)
 - k. Informed Consent
 - l. Confidentiality/ HIPAA
 - m. Customer Satisfaction
 - n. Communication Impaired Patients
2. Protective Services

ACH supports the patient's right to access protective services. The following policies/procedures support this patient right:

 - a. Domestic Violence
 - a. Child Abuse & Neglect
 - b. Elder Abuse & Neglect
 - c. Mentally Disabled or Developmentally Disabled Person Neglect
 - d. Sexual Assault Policy

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C. Patient Billing and Associated Conflict Resolution

The following procedures ensure that patients are billed only for those services received:

1. The patient receives statements that include date of service.
2. The patient receives itemized bills upon request.
3. If a patient or payer questions a charge, the inquiry is reviewed in a timely manner and any complaints are handled in a non-biased manner according to the Patient Accounts Department Policy.

D. Marketing & Public Relations Process

Marketing is facilitated and coordinated by the Public relations/ Marketing Department. The following principles are used to guide the marketing process: Truth, Accuracy, and Fairness.

Marketing materials will accurately reflect accreditation, licensure, and services available.

E. Admission, Transfer and Discharge Process

Admission, transfer and discharge are performed in an ethical manner and according to applicable, local, state and federal laws. The following policies should be used as a reference guide:

1. Right & Responsibilities of Patients
2. Discharge Planning
3. Placement of Patients
4. Ethical Decision-Making in the Care of Patients
5. Transfer Policy

F. Conflict of Interest Pertaining to Contractual Relationships

The possibility of a conflict of interest may occur with any contract. The Board of Trustees and hospital leadership review contractual relationships carefully for any potential conflict of interest. The following documents are utilized to assist in preventing such conflicts of interest:

1. Board of Trustees Bylaws
2. Conflict of Interest statement signed by each Board Member, Administrator and Manager annually.
3. Code of Regulations
4. Procurement of Goods and Services
5. Utilization Management Plan
6. Compliance Program