

APPENDIX A - PRINCIPLES OF PARTNERSHIP GOVERNING PROFESSIONALISM

Introduction

VIHA and _____ recognize their considerable interdependence in the rapidly changing healthcare environment. The provision of high quality, cost-effective healthcare depends in large part upon the ability of all members of the Health Care Team to develop trust, communicate well, collaborate effectively, be mutually supportive, and work effectively as part of a team.

Principles

In order to accomplish these goals, I agree to the following principles and guidelines. I also agree to work collaboratively to promote them in the organization and in the community.

1) Respectful Treatment

I agree to treat all members of the healthcare provider team and all direct and indirect recipients of healthcare (patients, their families, visitors) in a respectful, dignified manner at all times.

2) Language

I agree to use respectful language at all times.

3) Behavior

I agree to behave respectfully toward others at all times, and to refrain from any behavior that is disrespectful, profane, vulgar, intimidating, demeaning, harassing, humiliating, or sexually inappropriate. This includes but is not limited to: obscene gestures, violation of reasonable personal space, yelling, throwing of objects, menacing gestures, unwanted or sexual touching, degrading or sexually-oriented jokes or comments, or requests for personal or sexual favors. It also includes making inappropriate comments regarding other physicians, hospital employees, other providers, or patients.

4) Confidentiality and Privacy

I agree to maintain complete confidentiality of patient care information at all times, in a manner consistent with generally accepted principles of medical confidentiality. I recognize that practitioners and hospital staff have the right to have personal or performance problems and concerns about competence discussed in a confidential manner in a private setting. I agree to maintain this confidentiality and to seek proper, professional, objective arenas in which to deal with these issues.

5) Responsible Work Practice

As part of responsible work practice, I agree to be available to respond to calls as deemed appropriate to maintaining good quality of patient care. I agree to notify appropriate personnel if unable to attend work. I also agree to attend meetings as required by my department(s).

6) Respectful Communication and Feedback

Verbal and written communication, including chart notes and other documents, will be respectful and professional in language and tone. I recognize the need for an organizational chain of command, in order for VIHA facilities to run smoothly and efficiently. I recognize the need for each input from others regarding quality and performance. However, significant concerns about performance need to be made through appropriate channels, i.e. to supervisors, and not directly to

employees. I agree to take these concerns about employee performance or hospital issues through the appropriate chain of command. I agree to engage other parties in constructive and timely dialogue and to work collaboratively to address these issues.

7) Supporting Rules and Regulations

I recognize the need for certain rules and regulations for all to follow, in order to assure the smooth, harmonious, and safe functioning of VIHA facilities, both clinically and otherwise. I agree to abide by these regulations, including those that relate to safety, scheduling, confidentiality, documentation, and the like.

8) No Retribution

I agree not to engage in any behavior that could reasonably be considered retributive, such as: making implied or direct threats, physically-intimidating behavior, withholding information, refusing to speak to coworkers, or attempting to find out who might have registered a complaint.

The foregoing Principles of Partnership are acknowledged and agreed to _____ day of,
this 20 ____ by:

Name: [Insert name of medical staff member]