

UCSF Health Affiliate Network Code of Conduct

I. OVERVIEW

1. The UCSF Health Affiliate Network (“Network”) is committed to creating a culture that encourages and assists Network Affiliates (“Affiliates”) and those practitioners (“Network Members”) providing patient services in Network locations to comply with this Code of Conduct and applicable UCSF Health policies as referenced in this Code.
2. Network requires all Network Affiliates to carry out their responsibilities in accordance with this Code of Conduct and to appropriately report actual or potential violations.
3. To encourage compliance and facilitate understanding of this Code, Network and Affiliates must review this Code and its related policies at least annually and are responsible for ensuring their staff and practitioners do so as well.
4. Failure to comply with the Code of Conduct or knowingly making a false statement or report regarding a violation may result in disciplinary action, up to and including dismissal.
 - (a) This Policy defines the expected conduct and professionalism to be accorded to patients, patient families, staff, practitioners and visitors. This Code also defines the types of disruptive, intimidating or other inappropriate behavior (“Disruptive Behavior”) for which Network has zero tolerance and is prohibited under this Code of Conduct. The related Affiliate Peer Review Policy, Medical Staff policies and UC policies describe the processes for detecting, reporting, addressing and effectively managing Disruptive Behavior, including but not limited to corrective action.

II. CONDUCT EXPECTED OF NETWORK PRACTITIONERS

All Practitioners are obligated to ensure that the care they render to patients is safe, effective, patient-centered, timely, efficient, and equitable. All Practitioners will conduct themselves at all times in a courteous, professional, respectful, collegial, and cooperative manner in order to assure a high quality of medical care to patients and maintain a safe work environment. This requirement applies to interactions and communications with or relating to medical staff colleagues, Advanced Practice Providers (NP, CRNA, PA and nurse-midwife), psychologist, nursing and technical personnel, other caregivers, patients, patients’ family members and friends, visitors, and others. Disruptive behavior, as defined below, will not be tolerated.

This policy is designed to distinguish between the behavior of Practitioners who are habitually disruptive and those Practitioners who, because of fatigue or frustration, may in isolated instances engage in disruptive behavior. Nothing in this policy is intended to conflict with a Practitioner’s right to engage in constitutionally free speech or to advocate in the interest of improved patient safety.

All practitioners are expected to comply with their own professional society's ethical standards. Under no circumstance may a practitioner place their own financial or personal interest above the welfare of patients as referred to in the UCSF Health Affiliate Conflict of Interest policy.

III. EXAMPLES OF PROHIBITED CONDUCT

Characteristics of a Practitioner exhibiting prohibited disruptive behavior in the workplace may include, but are not limited to:

1. Profane, disrespectful, discriminatory, vulgar, hateful, harassing or derogatory communication including the use of racial, ethnic, and gender-related epithets, jokes or slurs
2. Unwarranted yelling or screaming
3. Demeaning or intimidating behavior, including use of threatening or offensive gestures, physical and verbal threats
4. Baseless threats to get an employee fired or disciplined
5. Unwelcome touching, striking, or pushing others
6. Unwelcome sexual comments or innuendo or other prohibited conduct as described in the UC Policy of Sexual Violence and Abuse
7. Throwing, hitting or slamming objects in the presence of others or within view or earshot
8. Outbursts of anger, rage or violent behavior in the presence of others or within view or earshot
9. Retaliation against a person who had filed a complaint against a Network Member
10. Inappropriately criticizing health care professionals and Network staff in front of patients and/or their families, visitors, or other staff
11. Inappropriate use of medical records, or use of digital platforms or social media for unauthorized posting of private patient health information
12. Inappropriate access to the personal health information of others in contravention to UCSF Health policy, state and/or federal laws
13. Repeated difficulty working collaboratively with others
14. Repeated failure to respond to a reasonable request by any caregiver for orders, instructions, or assistance with a patient
15. Repeated failure to respond to calls or pages
16. Inappropriate arguments with patients, family, staff, or other practitioners
17. Repeated failure to remain current with Network communications, staff meetings, and trainings (including, but not limited to emails, alerts, minutes, attendance at staff meetings, required trainings, etc.)

All Network Affiliate practitioners will be required to execute an Attestation acknowledging receipt of this UCSF Health Affiliate Code of Conduct and the promise to comply with it.

IV. DEFINITIONS

Practitioner Includes all health professionals caring for patients in the UCSF Health Affiliate Network.

Disruptive Behavior is a manner of interaction or behavior which poses an identifiable risk or threat to the safety and quality of medical care afforded to patients, as defined herein.

V. REFERENCES

- AMA Code of Ethics: <https://www.ama-assn.org/sites/ama-assn.org/files/corp/media-browser/principles-of-medical-ethics.pdf>
- UCSF Health Medical Staff Code of Conduct: <https://medicalaffairs.ucsf.edu/sites/g/files/tkssra856/f/wysiwyg/governingDocuments/UCSF%C2%A0Code%20of%20Conduct%20and%20Principles%20of%20Compliance.pdf>
- UC Code of Conduct: <https://chancellor.ucsf.edu/sites/g/files/tkssra3931/f/Code%20of%20Conduct.pdf>
- UC Policy on Sexual Harassment and Abuse: <https://policy.ucop.edu/doc/4000385/SVSH>
- UCSF Health Affiliate Conflict of Interest policy

April 2023		
Approved by	Title	Approval date
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