Introduction

The Rotunda Hospital has adapted a Code of Conduct that applies to all service providers who are subject to the Health Act 2004 to 2007 and the Mental Health Act 2001. It clearly expresses the individual responsibilities of board members, executives, and employees in achieving an optimal safety culture, corporate and clinical governance and performance in their hospital.

The Code is a nationally mandated document and its implementation is endorsed by the Minister for Health. The Code builds on the principles of existing professional regulation and associated codes of professional conduct. It has also been developed to complement, promote and achieve an optimal safety culture, corporate and clinical governance and performance.

The development of this Code acknowledges the challenging environment facing frontline health and social services staff. The Code seeks to assist them in these circumstances by clearly setting out the obligations of service providers at Board, Executives, Employees (all staff including direct employees, agency, contractors, students, interns, volunteers etc.) and Employees with responsibility for managing and coordinating staff, resources and performance. The Code also sets out the individual responsibilities of all health and social services employees, both executive and frontline, in the delivery of quality, safe care.

This Code of Conduct forms part of the terms and conditions of all staff. As such, it is incumbent on the HSE and Section 38 hospitals and agencies to ensure that all staff receive a copy of the Code and are informed that it forms part of their terms and conditions of employment.

It is hoped that doing so will contribute to a service environment and culture that is transparent, open and supportive to staff and service users alike.

The purpose of this Code of Conduct:

1. . To ensure the safety of those that access our services, simultaneously striving to ensure that the quality of these services is always improving and establishing that the primary obligation of anyone working in health or social services is to proactively advocate within their organisation in the best interest of service users, treat them as they would a family member and challenge others to do the same. .To implement a set of principles:

    - That clearly set out the standards expected of service providers in relation to promoting and achieving an optimal safety culture, corporate and clinical governance and performance in the hospital
    - The ongoing adherence of which should be monitored by:
        - Service providers as part of internal corporate and clinical governance arrangements and audit.

- HIQA in the context of its monitoring function under the Health Act 2007 and the licensing of all providers of health and social services.
- o Mental Health Commission in accordance with the Mental Health Act 2001 and its Quality Framework for Mental Health Services in Ireland.

- That compliment and build upon existing Rotunda Hospital and hospital corporate and clinical governance systems, policies and performance frameworks as well as professional regulation and associated codes of professional conduct
- That articulate a framework against which, board members, executives and employees can be assessed and held to account should they be found to be in breach of the Code

Our Mission

As the leading Voluntary provider of maternity, neonatal, gynaecology and reproductive care, our mission is to excel in the delivery of safe, innovative and responsive services for women and their families. In our role as the major tertiary referral hospital and the designated regional lead, we will continue to develop subspecialist care and shape National policy. This will be underpinned by a strong commitment to the values of voluntarism, staff excellence, and efficient use of resources, promotion of research and education and enhanced alliances with our strategic partners Together, the values outlined above and our strategic objectives will guide our actions under this Code of Conduct.

All managers play an important role in shaping and maintaining workplace culture, all employees have a personal and collegial responsibility to ensure that these values are upheld and that patients, clients, service users, colleagues and the public experience them when they access our services.

Application of the Code

This Code of Conduct forms part of the terms and conditions of all staff. As such, it is incumbent on the HSE and Section 38 hospitals and agencies to ensure that all staff receive a copy of the Code and are informed that it forms part of their terms and conditions of employment.

This Code of Conduct will apply to all Governors, committee members and employees of the Rotunda Hospital. To address the collective responsibilities in achieving an optimal safety culture, corporate and clinical governance and performance, this document sets out the Code of Conduct principles under three headings:

- **Board member**
  All members of the Board of Governors or individuals with an equivalent oversight role of the Rotunda Hospital are covered by the Code
- **Executive Management Team**
  The Master, The Clinical director Secretary General Manager and the Director of Midwifery / Nursing with specific governance remit for the strategic, financial, clinical, HR, ICT and day-to-day running the Hospital.
- **Employee**
  All employees of provider hospitals including permanent or temporary, full time and part time staff, fixed-term staff, casual staff, agency staff and those engaged in any capacity to provide services or advice to, or on behalf of the and includes:
  - All physicians, nurses, midwives and other allied health professionals who provide care or services on behalf of the provider.

- All administrative and support staff
- Researchers
- Students, trainees and educators
- Volunteers
- Contractors

- Employees with responsibility for managing and coordinating staff, resources and performance. Employees who have as part of their day to day role, or who may be tasked from time to time with responsibility for managing and coordinating the staff, resources and performance of a Service Provider

Board

As Board members of the Rotunda Hospital the following outline our specific responsibilities in relation to this Code of Conduct. Accordingly, we will ensure that:

Our hospital has a clearly defined and consistent purpose, expressed in ways that staff and the public can understand and relate to

We uphold and promote the culture of the hospital and the values it embodies

We do not engage in conduct which is dishonest or which may bring the provider's, or those employed by the provider's, reputation into disrepute

We avoid conflicts of interest and ensure that the resources available to us are used effectively in accordance with the mandate given to our organisation, reporting any concerns we have of this nature.We approve appropriate corporate and clinical governance and executive structures for the hospital and monitor their ongoing implementation and effectiveness in demonstrating the delivery of safe, quality care on an annual basis

We approve and monitor the implementation of a Framework of Accountability that clearly communicates executive and employee responsibilities, authority, obligations and expected conduct

We oversee the effective ongoing implementation of a coordinated and organisation-wide quality improvement process that encourages and incorporates staff and service user feedback.

We oversee the implementation of the Code in the organisation on an ongoing basis

. We value the health and wellbeing of our staff and service users and foster a culture to promote and protect health and wellbeing.

Executive / Managerial Responsibility

As executives employed by the hospital the following outline the specific responsibilities in relation to this Code of Conduct. The responsibilities of employees apply equally. The Rotunda Hospital will ensure it:

1. Implements effective corporate and clinical governance and management structures that clearly demonstrate responsibility, authority and accountability for systems aimed at the delivery of safe and effective care

2. Has clear, documented and demonstrably understood communication and reporting lines in place within corporate and clinical governance structures

3. Implements a documented Framework of Accountability for all staff that clearly communicates their individual responsibilities, authority, obligations and expected conduct

4. Has in place and demonstrates the implementation of systems to ensure that all relevant health professionals are fully registered and indemnified as required by professional regulators

5. Implements a documented Scheme of Delegation that identifies Board, Executive and Employee members, encompasses all staff and clearly determines the individual responsible for ensuring systems, policies, procedures and practices aimed at the delivery of safe and effective care are adhered to at any given time

6. Has structures in place that enable service users and where appropriate consent or circumstances permit, relatives and carers to be engaged in decisions and to take responsibility for their own health

7. Implements systems that demonstrate compliance with nationally mandated and other relevant standards and guidelines.

8. Implements systems, including information that enable assurance on clinical outcomes and the impact of care

9. Implements a demonstrably effective quality improvement process that continuously defines, measures and improves quality at all levels, including clinical, service, corporate and clinical governance

10. Implements equitable and consistent mechanisms that ensure the people who enter the workforce are suitable and understand their roles, responsibilities and authority

11. Fosters a corporate and clinical governance environment that supports and enables effective professional regulation and accreditation in line with professional standards and codes

12. Implements demonstrably effective mechanisms that assess and promote the performance of individuals and teams and that enable appropriate corrective interventions in the event that a breach of the Code may have occurred or performance is deemed to be compromised

13. Implements training and development opportunities to support staff to continually strengthen and develop their skills and knowledge and ensure they have the competence to perform their work in line with best practice guidelines and the business objectives of the hospital

14. Has in place and demonstrates the implementation of written processes and procedures to deal with dangerous, discriminatory or exploitative behaviour and practice

15. Implements structures that enable staff, other hospitals and the public to be engaged in decisions about themselves

16. Is reasonably practical, provides all staff with a safe and secure environment in which to carry out their work

17. Is mindful of the obligations placed on staff to adopt and adhere to this Code of Conduct and takes appropriate steps to ensure they are supported in doing so

18. Our organisation will support and enable staff and service users to maintain and improve their health and wellbeing.

Responsibility of Employees

As an employee of the Rotunda Hospital I will ensure that**:**

1. I am aware of my responsibilities under the Code and adhere to the Code at all times

2. I value each service user and colleague as individuals, respect their diversity and take action to ensure that they are not discriminated against, should I become aware of it

3. Where relevant, I uphold the ethics of my profession, adhere to professional regulation and associated codes of professional conduct, behave with honesty and integrity and act within the law at all times, reporting any probation or conviction to my employer

4. I am cognisant of my span of authority, responsibilities and accountabilities, as set out in my hospital's scheme of delegation, at all times

5. I act only within my level of competence and advise otherwise when asked to act beyond it

6. I attend work as required and adhere to policies, procedures and practices and any other applicable regulations or guidelines aimed at the delivery of safe and effective care at all times

7. I actively identify and respond to safety concerns and prioritise the timely and effective communication of any information relating to service user or staff welfare, safety or perceived risk

8. I adhere to the terms and conditions and the policies, procedures and guidelines relevant to my employment

9. I take personal responsibility for my own conduct and my continuing competence in all of my professional activities at all times

10. I expect my colleagues to take responsibility for their own conduct, adherence to the Code and continuing competence in all of their professional activities and speak up should I feel that this is not the case, participating fully in any investigative processes as required and with the full support of my employer

11. I respect the privacy and confidentiality of individuals, providers and the health service by not improperly disclosing, during or following termination of employment, information gained in the course of my work and by understanding and adhering to relevant legislation

12. I do not engage in conduct, in pursuit of my profession or otherwise, which is dishonest or which may bring the provider's, or those employed by the provider's, reputation into disrepute unfairly

13. I avoid conflicts of interest, seeking the approval of my human resources department should I require any clarification and ensure that decisions are made through established procedures without improper influence including, but not limited to: my own interest or that of others with whom I have a personal or business association, inappropriate internal or external interference, hospitality, gifts, medical conditions or substance abuse

14. I avoid receiving benefits or hospitality of any kind from a third party which might reasonably be seen to compromise my personal judgement or integrity and report any such instances to my superior, retaining only those of nominal value

15. I ensure that the resources available to me are used properly and effectively, without corruption or fraud and that any concerns I have of this nature are reported

Employees with Responsibility for Managing and Coordinating Staff, Resources and Performance

Implement and support corporate and clinical governance and management structures that clearly demonstrate responsibility, authority and accountability for systems aimed at the delivery of safe and effective care

Implement and support clear, documented and demonstrably understood communication and reporting processes within corporate and clinical governance structures

Implement and support a documented Framework of Accountability that clearly communicates individual staff member responsibilities, authority, obligations and expected conduct

Implement and support a documented Scheme of Delegation that clearly determines the individual responsible for ensuring systems, policies, procedures and practices aimed at the delivery of safe and effective care are adhered to at any given time

Implement and support structures and processes that ensure that staff, other organisations and the public are consulted on and engaged in decisions, ensuring the confidentiality of their personal information at all times

Implement and foster a corporate and clinical governance environment that supports and enables effective professional regulation and accreditation in line with professional standards and codes

Implement and support systems to ensure that all relevant health and social care professionals are fully registered and indemnified as required by professional regulators

Implement and support systems that demonstrate compliance with nationally mandated and other relevant standards and guidelines

Implement and support a demonstrably effective quality improvement process that encourages and incorporates staff and service user feedback and continuously defines, measures and improves quality at all levels

Implement and support equitable and consistent processes that ensure the people who enter the workforce are suitable and understand their roles responsibilities and authority

Implement, uphold and promote training and development opportunities to support staff to continually strengthen and develop their skills and knowledge and ensure that they have the competence to perform their work in line with best practice guidelines and the business objectives of the organisation.

Support and enable staff and service users to maintain and improve their health and wellbeing.

Be mindful of the obligations placed on staff to adopt and adhere to this Code of Conduct and take appropriate steps to ensure that they are supported in doing so.

Breaches of the Code

1. Breaches of the Code are considered to be a serious matter and will be dealt with in accordance with disciplinary and regulatory / statutory procedures

2. Should any clarification on the Code be required, individuals should refer to the HR Department, Department Manager or Q Pulse for further information.

3. Individuals should also refer to their line manager for information on Policies, Procedures and Guidelines relevant to their organisation

Rotunda Employee Responsibilities

Additional responsibilities that apply to the staff of the Rotunda Hospital include:-

- Support and be loyal to the Rotunda by supporting colleagues and the Rotunda in the performance of its functions.
- Promoting the goals and objectives of the Rotunda and not undermining any of them through action or omission.
- Seeking to resolve grievances and concerns through agreed channels (this includes The Good Faith Reporting Policy)
- Ensuring any actions taken maintain public confidence in the Rotunda and its good name
- Employees must not seek contracts with government departments or offices for supply of goods or services whether for their own benefit or for the benefit of any company with which they may have an involvement in a private capacity, unless specifically sanctioned by the Master of the Rotunda
- Employees may have access to or hear information concerning the medical or personal affairs of clients and/or employees, or other health service business. Such records and information are strictly confidential and can only be divulged or discussed in the performance of normal duty. Disclosure of records or information under various statutory provisions (e.g. Freedom of Information Acts 1997 and 2003; Data Protection Acts 2001 and 2003; the Health Acts 1947 to 2009) will be made in accordance with Rotunda Hospital policies, procedures and protocols.
- Employees must be impartial in the performance of their duties.
- It is each employee's responsibility to carry out his/her duties in a party political neutral manner. Public political activities should not, under any circumstances, be undertaken in paid Rotunda hours by any employee.
- Employees should ensure that views expressed by them or actions taken related to their public political activities are not presented or interpreted as official comment on behalf of the Rotunda, but that they are their own or those of the political hospital they are representing. Neither should such views or actions compromise their loyalty to the Rotunda.