



Applies To: UNM Hospital Responsible Department: Human Resources Effective Date: 01/24/2022
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Title: HR 110 – Code of Conduct	Policy
Patient Age Group: <input checked="" type="checkbox"/> N/A <input type="checkbox"/> All Ages <input type="checkbox"/> Newborns <input type="checkbox"/> Pediatric <input type="checkbox"/> Adult	

POLICY STATEMENT

It is the policy of the University of New Mexico Hospitals to establish a Code of Conduct for all employees of the Hospitals setting forth rules of conduct and standards of integrity, ethics, and principles of public service.

All employees shall use the powers and resources of their positions to advance the public interest and refrain from obtaining personal benefits or pursuing private interests incompatible with the public interest. Hospitals employees are required to treat patients, the general public, students and each other with respect and courtesy.

All Hospitals employees shall conduct themselves in a manner that justifies the confidence placed in them by the citizens of the State of New Mexico. Employees shall at all times maintain the integrity and ethics in accordance with the high responsibilities of public service. Full disclosure of real, potential or apparent conflicts of interest shall be the guiding principle for determining appropriate conduct.

APPLICABILITY

UNM Hospitals and Clinics

POLICY AUTHORITY

UNM Hospitals CEO and Chief Human Resources Officer authorize this policy

REFERENCES

- 130 – Discipline
- 135 – Domestic Partners
- 145 – Drug and Alcohol Free Workplace
- 148 – Electronic Devices
- 205 – UKG (Kronos) Time System
- 333 – Smoke Free Environment
- 335 – Solicitation
- 365 – Telecommuting
- 380 – Violence in the Workplace

IMPLEMENTATION PROCEDURES

1. Ethical Standards

Employees of the Hospitals shall maintain the highest standards of business ethics in all business transactions, both internal and external. Employees shall treat patients, visitors and each other with courtesy and respect. Acts of violence or any other type of threatening or

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disruptive behavior in the workplace or on Hospitals property is not acceptable. Vulgar, abusive or offensive language is not acceptable and will not be tolerated. Employees shall adhere to the Hospitals' dress code and shall conduct themselves by the highest standards.

2. Outside Activities

Employees of the Hospitals, independent contractors and consultants doing business with the Hospitals, shall perform their duties faithfully and effectively and shall not give rise to suspicion of improper conduct.

3. Gratuities

Employees of the Hospitals, independent contractors and consultants for the Hospitals shall not accept any favor or gratuity of substance from any person, firm, governmental entity, or corporation that is engaged in or attempting to engage in business transactions with the Hospitals. Employees shall not accept any favor or gratuity of substance from a patient or a patient's family.

Employees of the Hospitals, independent contractors and consultants for the Hospitals shall not give any favor or gratuity of substance to any person, firm, governmental entity, or corporation that is engaged in or attempting to engage in business transactions with the Hospitals. Employees shall not give any favor or gratuity of substance to a patient or a patient's family.

4. Hospital Purchased Meals

4.1. Meals may be purchased for candidates for jobs at the Hospitals.

4.2. Meals may be purchased for employees if it is for a formal recognition program that takes place on premises or off premises and the employee is in attendance.

4.3. Meals for birthdays, baby showers, or other non-work related activities are not to be purchased by the Hospital.

5. Conflicts of Interest

5.1. Employees of the Hospitals shall not enter into any agreement with the Hospitals, the University of New Mexico, or the State of New Mexico in which the employee has a direct or indirect financial interest, unless such contract is made pursuant to the Governmental Conduct Act, NMSA 1978 Section 10-16-1 et seq. No employee of the Hospitals shall enter into any agreement with the Hospitals, the University of New Mexico, or the State of New Mexico which is deemed to be in conflict with the employee's current position, with the Hospitals or with any patient, patient's family, student or other employee. Employees of the Hospitals and their relatives may not gain undue advantage, financial or otherwise, by virtue of using their positions, confidential information or relationships with patients, patients' families, students or fellow employees.

5.2. Each employee's conduct should be above reproach. Employees should disclose potential conflicts of interest to the Chief Human Resources Officer, the appropriate Administrator, and department manager. The Chief Human Resources Officer or designee shall review the situation and determine if a conflict of interest exists. The Hospitals' Chief officers must complete a disclosure form on an annual basis identifying any potential or actual conflicts of interest.

5.3. Employees shall maintain a professional role with patients, patients' families, students, the public and each other. It is expected that friendly, yet professional relationships are formed during the course of care. However, employees should remember that it is not in the best interests of patients, their families, students or the public for Hospitals employees to enter into non-work relationships with patients, their families, visitors or

students. By doing so, employees may compromise the professional role they must establish and maintain with these individuals. In the event such relationships occur and may or do interfere with the employee's performance or behavior, or may or do have a negative impact on patient care or the patient's case, appropriate disciplinary action will be taken.

- 5.4. Employees shall not engage in activity with vendors that can be construed as having influence on their ability to make a decision or recommendation regarding a specific vendor or product.
- 5.5. Employees receiving health care services shall be treated in the same fashion as all other patients, including but not limited to confidentiality. Conduct issues that arise when an employee is considered a patient shall be treated as patient events, unless such conduct can be classified as off-duty misconduct or on-duty misconduct.

6. Employment of Relatives and Domestic Partners

- 6.1. Members of an employee's immediate family and domestic partners will be considered for employment, promotion or transfer on the basis of qualifications. However, immediate family members and domestic partners may not be hired, promoted or transferred, if the employment would:
 - (1) Create a supervisor/subordinate relationship with an immediate family member or domestic partner;
 - (2) Have the potential for creating an adverse impact on work performance and/or a violation of internal control mechanisms; or
 - (3) Create a conflict of interest.
- 6.2. Employees who marry or establish a domestic partnership may continue employment in their current positions if the relationship does not result in a conflict as described herein. If any of the conditions outlined above should occur, the employees are obligated to notify Human Resources, which will determine if a suitable position exists within the Hospitals to which one of the employees may be transferred. The employees and the Hospitals will determine which employee should transfer or be reassigned. This transfer action may be a lateral move or a reduction in classification and may or may not require a reduction in pay. If a suitable position is not available or the employees choose not to accept such actions, one or both of the employees will be allowed to resign. This action will be coordinated with the Human Resources Department and the appropriate Administrator.

7. Fraternalization

While the Hospitals encourages amicable relationships between supervisors and their subordinates, it recognizes that involvement in a romantic relationship may compromise, or create a perception that compromises, a supervisor's ability to perform his or her job. Any involvement of a romantic nature between a supervisor and anyone he or she directly supervises is prohibited.

8. Other Guidelines

The types of activities listed below are deemed to be in conflict with this policy and must be avoided. The following list is not intended to be all inclusive of prohibited activities:

- 8.1. Employees will not participate in any official act affecting a business in which the employee has a direct or indirect financial interest.
- 8.2. Employees will not conduct any financial dealings, use their position to make social contact, solicit or provide loans or otherwise engage in personal business with patients, other employees or students.

- 8.3. Employees shall not refer patients to specific outside practitioners, unless authorized in advance by the Hospitals through the employee's department manager. A list of practitioners may be given to a patient. Employees may not refer patients to themselves as an outside practitioner. Patients may be referred to specific agencies, when appropriate, or to a single source, when appropriate.
- 8.4. Employees shall not own, or have an interest in, boarding homes, nursing homes or other facilities to which patients of the Hospitals may be referred.
- 8.5. Employees may not use their positions as a means of obtaining financial consideration for a family member, such as employment, promotion or a consulting contract.
- 8.6. **Patient Care:** Abuse or improper treatment of patients is strictly prohibited. Refusal to provide care to a patient and/or patient abandonment is likewise prohibited.
- 8.7. **Employee Conduct:** Employees must conduct themselves with appropriate decorum and language which is not offensive to patients, visitors, students or other employees.
- 8.8. **Lunch and Break Periods:** Specific lunch and break periods may be assigned to employees. It is the responsibility of the employee not to leave the work area before the lunch or break periods begin and to be at the work area when the lunch or break periods end. See Policy HR 205 – UKG (Kronos) Time System.
- 8.9. **Vending:** Vending on Hospitals premises is prohibited unless authorized by the Chief Human Resources Officer.
- 8.10. **Solicitation:** Policy HR 335 - Solicitation provides guidelines on solicitation by vendors and organizations desiring to contact Hospitals departments and individual employees. Solicitation must be conducted to ensure that the primary function of the Hospitals is accomplished and to ensure that employees' rights are protected.
- 8.11. **Absence and Tardiness:** It is the employee's responsibility to report absences to his/her supervisor in accordance with Hospitals and department policy. Excessive absenteeism or tardiness cannot be permitted. The employee must be at his/her workstation ready to work at the beginning of the shift and remain there until the end of the shift.
- 8.12. **Theft:** Misappropriation, fraud, dishonesty and theft of goods, services and valuables is strictly prohibited.
- 8.13. **Gambling:** Gambling in any form is not permitted on Hospitals property.
- 8.14. **Drinking/Drugs:** Reporting to work or working under the influence of alcohol or a controlled substance, use of illegal drugs, or possession of liquor or illegal or controlled drugs without a valid prescription on Hospitals property is prohibited. See Policy HR 145 - Drug and Alcohol Free Workplace.
- 8.15. **Security:** It is the employee's responsibility to be aware of and comply with security rules and regulations.
- 8.16. **Personal Projects:** Unauthorized use of Hospitals materials, computers, equipment or time for personal projects is prohibited.
- 8.17. **Smoking:** Smoking is not permitted by anyone within or on the grounds of UNM Hospitals' owned or operated facilities, except for in designated areas. See Policy HR 333 - Smoke Free Environment.
- 8.18. **Safety:** Employees are expected to observe safety regulations and wear approved safety apparel or devices as required. Activities such as running, horseplay and disorderly conduct are dangerous and are prohibited.
- 8.19. **Garnishment:** Wage attachments are costly to the employee and the Hospitals. Repeated garnishments cannot be permitted.

- 8.20. Misconduct:** Misconduct adversely affecting the interests or reputation of the Hospitals or its employees is prohibited. Other misconduct including, but not limited to, failure to follow supervisor's instructions, fighting, sleeping on the job, falsifying Hospitals documents or immoral or indecent conduct are not permitted.
- 8.21. Parking:** Employees are to park only in areas authorized for Hospitals employees.
- 8.22. Industrial Accidents:** All on-the-job illnesses or injuries are to be reported to the appropriate supervisor and the Occupational Health Department immediately.
- 8.23. Weapons:** Possession of weapons on Hospitals premises is prohibited. See Policy HR 380 - Violence in the Workplace.
- 8.24. Pets:** Pets shall not be brought on Hospitals property, except as authorized in Policy Animal Health Aids (Service Animals).
- 8.25. Bicycles:** Bicycles shall be parked or stored in designated areas only.
- 8.26. Audio/Video Recorders:** Unauthorized audio/video recorders shall not be used on Hospitals property.
- 8.27. Electronic Devices:** Misuse of cellular telephones and other wireless communication devices on Hospitals' premises is prohibited. See Policy HR 148 – Electronic Devices
- 8.28. Wasting Time and Loitering:** Expending paid work time in a nonproductive manner or in pursuit of personal interests is prohibited. Loitering about restrooms, cafeteria, gift shop or other areas is prohibited.
- 8.29. Carelessness:** Employees must perform their work in a careful, diligent manner.
- 8.30. Breach of Confidentiality:** Releasing, gathering or accessing confidential information for personal use is prohibited.
- 8.31. Visitors:** Employees are not allowed to have minor children visit them at UNMH Hospitals. The Chief Human Resources Officer may approve visits for Hospital-sponsored events. Friends and relatives of employees are not allowed in patient areas, work areas or waiting rooms. The employee may be held responsible for the acts of their visitors at UNM Hospitals.
- 8.32. Retaliation:** No employee shall retaliate against any individual who has filed a complaint, participated in the investigation of a complaint, or otherwise engaged in legally-protected activity.
- 8.33. Compliance:** Employees shall participate in organizational compliance with applicable laws, regulations, and accreditation standards, and employees shall report suspected compliance violations.
- 9. Enforcement**
- 9.1.** It is the responsibility of the manager of each department or area to ensure that this policy is followed and to monitor activities within their areas. Department managers are encouraged to meet with staff and to identify activities for that unit which may also be in conflict with this policy.
- 9.2.** Employees determined to be in conflict with this policy will be subject to appropriate disciplinary action, up to and including termination.

DEFINITIONS

- 1. Confidential Information:** Any record or information an employee may have access to in the performance of job duties and responsibilities but is not readily available by law or practice to the general public.
- 2. Employment:** Rendering of services for compensation in the form of salary as an employee.
- 3. Financial Interest:** An interest held by an individual, his/her spouse, domestic partner or dependent minor children that is:
 - (1) An ownership interest in a business; or
 - (2) Any employment or prospective employment for which negotiations have already begun.
- 4. Official Act:** A decision, recommendation, approval, disapproval or other action that involves the use of discretionary authority.
- 5. Immediate Family:** Spouse, domestic partner, child, parent, sibling, legal guardian, grandparents and current in laws.

SUMMARY OF CHANGES

1. Updated to current policy format, and updated job titles where applicable.
 2. Added new second sentence to Section 8.6.
 3. Added new Section 8.33.
- Supersedes HR 110 – Code of Conduct, 1/24/2012

DOCUMENT APPROVAL & TRACKING

Item	Contact	Date	Approval
Owner	Chief Human Resources Officer, UNM Hospital		Y
Human Resources	Chief Human Resources Officer, UNM Hospital		Y
Official Approver	Chief Human Resources Officer, UNM Hospital		Y
Official Signature	On PolicyManager	Date: 01/24/2022	
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ATTACHMENTS

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Internal Document Links:

HR 095 - Animal Health Aids (Service Animals) /University of New Mexico
Hospital/Patient Services/Infection
Control Manual
HR 130 - Discipline /University of New Mexico
Hospital/Human Resources
HR 135-Domestic Partners /University of New Mexico
Hospital/Human Resources
HR 145-Drug and Alcohol Free Workplace /University of New Mexico
Hospital/Human Resources
HR 148 - Electronic Devices /University of New Mexico
Hospital/Human Resources
HR 205 - Kronos Time System /University of New Mexico
Hospital/Human Resources
HR 333 - Smoke Free Environment /University of New Mexico
Hospital/Human Resources
HR 335 Solicitation Policy /University of New Mexico
Hospital/Human Resources
HR 380 - Workplace Violence Policy /University of New Mexico
Hospital/Human Resources

Digital Signatures:

Previously Signed

Approver:

Frasch, Sara

Chief Human Resources Officer,
UNM Hospital

A handwritten signature in red ink that reads "Sara M. Frasch". The signature is written in a cursive style.