

HOSPITAL POLICY

SUBJECT: Behavioral Standards in Patient Care

SEE ALSO: *Behavioral Standards in Patient Care*; Hospital policy 08-03, Patient Rights and Responsibilities

INFORMATION

University of Kentucky Hospital has established the following standards to ensure quality patient care and clinical training. These standards are designed as educational tools as well as dictates of mandatory behavior for all individuals involved in patient care.

1. Each patient shall be treated as a whole, irreplaceable, unique, and worthy person.
2. The patient's safety, health, or welfare shall be protected and shall not be subordinated to organizational, staff, educational, or research interests or to any other end.
3. The privacy of the patient and the confidentiality of every case and record shall be maintained.
4. The patient and/or responsible family member shall be informed at all stages of care about attending personnel, treatment plans, activities, facilities, and services available to the patient and family.
5. Behavior reflecting the dignity, responsibility, and service orientation of health care professionals who are worthy of the public's respect and confidence shall be practiced by all individuals.
6. Each patient shall have a responsible attending physician or dentist.

INSTRUCTIONS

1. All employees, volunteers, medical staff members, and students will receive a copy of *Behavioral Standards in Patient Care* either at orientation or from the departments.
2. All individuals involved in patient care must comply with these standards.
3. If an individual involved in patient care violates the standards, the offender's supervisor must determine the severity of the violation and take appropriate action.
 - a. A minor violation may warrant a reprimand, warning, or counseling.
 - b. A major violation, one which jeopardizes the health of a patient or the legal standing of the Hospital, may warrant the individual's removal from the patient care setting by order of the Hospital director or the associate dean for Clinical Affairs. A major violation must be documented and reported to the patient's attending physician or the department head and the administrator-on-call or the associate dean for Clinical Affairs. If the violator is a student, the administrator should notify the student's academic dean immediately. The administrator or dean will take appropriate action based on the status of the violator.
4. All counseling, reprimanding, or other disciplinary action taken against an offender must be conducted privately in respect for the confidentiality and dignity of the individual. Such action should be documented and supported in the employee's personnel file.

Approved: Byron Young, M.D., Chief of Staff

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