

How We Live Our Values

Health PEI Code of Conduct



*Prepared by the Strengthening Workplace Resilience
Steering Committee*

Health PEI
One Island Health System

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A MESSAGE FROM THE CHIEF EXECUTIVE OFFICER



As the CEO of Health PEI it is my pleasure to present you with the new Health PEI Code of Conduct which sets out How We Live Our Values. The Code of Conduct was developed in order to bring to life Health PEI's three values of *Caring, Excellence and Integrity*, as set out in our 2013-2016 Strategic Plan. During the development of the Strategic Plan the three values were reviewed and discussed extensively with the Board of

Health PEI, Executive Leadership, Managers and staff to ensure that they resonated within the organization. The Code of Conduct builds upon what it means to live those values by identifying the associated behaviors and principles that we should all embody within the workplace.

Health PEI is committed to promoting safety, civility and respect in the workplace. The Code of Conduct can serve as a guide to outline the positive behaviors that are vital to keeping our workplace healthy. While some of what is written in the Code of Conduct might be considered common sense, it is important that we are all clear on what behavior is expected of us and what we can expect from each other. The Code of Conduct is not meant as a punitive tool, but the values and principles outlined in the document provide a foundation for our policies, procedures, professional codes of practice and other guidelines that set out how we do work as employees of Health PEI.

Health PEI has committed to making healthy working environments one of our top priorities. As we continue to improve our workplace culture, we improve our workplace health and the quality of care and service we provide. Formalizing *How we Live our Values* through the Code of Conduct promotes and supports the positive workplace culture at Health PEI.

Respectfully Submitted,

A handwritten signature in dark ink, appearing to read "R Wedge". The signature is written in a cursive, slightly stylized font.

Dr. Richard Wedge
CEO, Health PEI

INTRODUCTION

Background

In April 2013, Health PEI released its new strategic plan which outlines the organization's direction for the next three years (2013-2016). This foundational document articulates Health PEI's mission, vision, values and goals and provides a basis for public reporting, and guidance for organizational activities and decision-making.

The Strategic Plan identifies three goals as major areas of focus from which the future actions of the organization will stem from, they are: *Quality, Access and Efficiency*. Each of the goals is accompanied by a goal statement and identifies several objectives for the organization. The goals and objectives are reviewed in more detail in the Health PEI 2013/14 Business Plan.

One of the objectives identified in relation to the goal of *Quality* is to *foster a healthy work environment*. As an organization, Health PEI encourages and supports safety, civility, and respect in the workplace. In an effort to move the organization toward this objective the Advisory Committee on Organization Development established the Strengthening Workplace Resilience Steering Committee to focus on ensuring that workplaces are safe, respectful, healthy, and that teams are resilient. The Strengthening Workplace Resilience Steering Committee has undertaken work in relation to psychological health and safety in the workplace and has identified the need for a Health PEI Code of Conduct as an important element of this work.

Development of the Code

This Code was developed by the Strengthening Workplace Resilience Steering Committee. It was guided and informed by various codes, policies and documents already in existence within the organization, as well as a review of similar documents from other health jurisdictions or organizations, and internal manager and staff engagement processes.

In June 2013, the Strengthening Workplace Resilience Committee engaged with over 70 leaders within the organization on what it means to fully live the organization's values. The feedback received through that engagement was used to develop the Code of Conduct.

In the Fall 2013, the draft Code of Conduct was provided to managers along with an engagement tool for them to use with their staff so that they would have an opportunity to inform the Code. An electronic survey was sent to managers so that they could provide the feedback they received from their staff back to the Steering Committee. This feedback was then used to inform the final Code of Conduct which was made available in January 2014.



A GUIDE TO THE CODE OF CONDUCT

Purpose

The purpose of the Code of Conduct is to articulate how all Health PEI staff across the system are to live the organization's three values identified in the Strategic Plan: *Caring, Integrity and Excellence*. The Code of Conduct promotes a civil, safe and productive workplace by clarifying for all what it means to live Health PEI's values.

The quality of care we provide to people accessing our health system is dependent upon the quality and integrity of those working within Health PEI. This Code can help us to better understand each other and enable us to work together effectively so that we can continue to provide high quality care.

The Code of Conduct is a companion document to all of Health PEI's bylaws, policies, procedures, Patient Bill of Rights, standards and guidelines that set out the rules by which we govern ourselves, it is not intended to be used as a standalone enforcement tool.

The Code of Conduct complements but does not replace other professional or institutional Codes of Conduct that may already apply to staff within Health PEI.

Who is Covered?

For the purpose of this Code of Conduct, all Health PEI staff have responsibilities under the Code. This includes all individuals that are part of, or work within our health system. This includes but is not limited to:

- All employees of Health PEI, including all levels of administration and management
- Physicians, and other health professionals who provide care or services on behalf of Health PEI
- Members of the Health PEI Board of Directors and other boards for which Health PEI is administratively responsible
- Contractors
- Students, trainees and educators
- Volunteers

Our Responsibilities

It is the responsibility of all Health PEI staff to make sure that we understand the Code of Conduct and use it to guide our actions in the workplace. When we have concerns or are unclear about something related to the Code, we are encouraged to raise it with management.

It is the responsibility of Health PEI managers to engage with staff using the Code of Conduct as a tool to support and promote team health and functioning.



CARING

We treat everyone with compassion, respect, fairness and dignity.

Treating everyone with compassion, respect, fairness and dignity means we:

- Accept and value the diversity of individuals and groups
- Treat others how they want to be treated
- Establish, encourage and maintain healthy relationships
- Are fully present and are active participants in conversations, decision making and activities
- Recognize the accomplishments of others and offer constructive feedback
- Listen to and value the ideas and opinions of others
- Communicate in a timely and appropriate manner

INTEGRITY

We collaborate in an environment of trust, communicate with openness and honesty and are accountable through responsible decision making.

Collaborating in an environment of trust, communicating with openness and honesty and being accountable through responsible decision making means we:

- Build trust through our actions
- Do what we say we are going to do, in a timely manner
- Maintain a person centered approach and include a variety of perspectives and factors when making decisions
- Take responsibility for our decisions and actions and acknowledge and learn from our mistakes
- Be honest in our interactions with others
- Use resources efficiently and distribute them appropriately
- Uphold all standards and policies that apply to Health PEI

EXCELLENCE

We pursue continuous quality improvement through innovation, integration and the adoption of evidence-based practices.

Pursuing continuous quality improvement through innovation, integration and the adoption of evidence-based practices means we:

- Collaborate with and understand the roles of others
- Strive to achieve a seamless, person centered care experience for those using the health system
- Are engaged and creative and encourage the same in others
- Use current and credible information to guide our work and decision making
- Make change that furthers our goals and objectives and that is appropriate for our circumstances and setting
- Ensure an effective process for implementing and monitoring new ideas or initiatives
- Evaluate and improve the quality, safety and effectiveness of our decisions and services

TEAM DISCUSSION QUESTIONS

Please use the following discussion questions to engage with staff on the content of the Code of Conduct and your team's performance related to the values.

1. In relation to the values, where are we doing really well as a team?
2. In relation to the values, where can our team improve?
3. What can we do to build on our strengths and improve our team?



For more information and resources related to the Code of Conduct please visit healthpei.ca/src/

