



IHA MEMBER UNITED PATIENT AND VISITOR CODE OF CONDUCT PRINCIPLES

Approved by the IHA Board of Directors on October 23, 2023

Indiana Hospital Association members shall consider the below principles that promote a safe and respectful environment for inclusion into their organization's code of conduct policies/procedures.

1. Promotion of a Safe and Respectful Environment

- Acknowledgement that the hospital can be a stressful place
- Explanation that a safe and respectful environment results in better care for all patients
- Understanding that some behaviors are a result of a medical condition and/or diminished mental capacity and potential consequences listed below may not be applicable

2. Communication of Behavioral Expectations

- Consideration for behavioral expectations may include (but not limited to):
 - Use of respectful language and maintaining volume appropriate for indoors
 - Be considerate to the privacy and confidentiality of all patients
 - Leave equipment and supplies alone
 - Keep weapons and firearms outside of the hospital facility
 - Refrain from physical interaction or touching of staff or others
- Examples of behaviors that violate these expectations may include (but are not limited to):
 - Verbal Actions: Purposeful threatening, discriminatory, bullying, disrespectful, or offensive language towards staff, patients, and visitors
 - Physical Actions: Purposeful aggressive, abusive, or violent behaviors towards staff, patients, and visitors
 - Interference with hospital operations: Any destruction of hospital property/equipment or trespassing into unauthorized areas
 - Disruption of other patients' care or experience: Taking photos or videos of patients, visitors, and/or staff without permission (includes posting those photos/videos on social media platforms)
 - Possession of weapons or firearms

3. Communication of Potential Consequences for Behavioral Violations

- Consideration for potential consequences may include (but not limited to):
 - Violations to be addressed by hospital staff per the organization's policies and procedures
 - Review of patient's care plan with potential discontinuation of non-emergent services (eg., EMTALA mandates to treat those patients that come through our emergency departments)
 - Develop a safety plan for patients who have violated the hospital's code of conduct
 - Report of violations to the appropriate authorities
 - Request and/or escort off the premises

4. Direct Patients, Visitors, and Staff to Support the Code of Conduct

- Patients shall alert members of their care team if they observe or are a victim of behaviors or actions that violate the Code of Conduct.
- Retaliation of a code of conduct violation is prohibited.
- Staff shall report all observed or experienced violations of the Code of Conduct to the appropriate individual or office of the organization.