Baptist Health South Florida

POLICY NO.: BHSF-5250
TYPE: Administrative

POLICY TITLE: Employee Conduct

Responsible Department: Human Resources

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SUMMARY & PURPOSE:
Baptist Health is committed to the highest standards of patient care and business operations. Our intent is to provide a work environment that is safe; conducive to trust, respect and effectiveness in work relationships; and that provides the foundation for superior service and care. The purpose of this policy is to set forth expectations for Baptist Health employees' conduct and describe certain acts and conditions that are unacceptable and may lead to corrective action up to and including discharge.

POLICY:
Trust and respect are freely given to all Baptist Health employees in the expectation they will conduct themselves with honesty/integrity, maturity, and exhibit a commitment to professional performance. This policy establishes standards that form the foundation of acceptable conduct throughout Baptist Health South Florida (BHSF). It applies to all Baptist Health employees. It is the responsibility of the leader to correct deviations from standards established in this policy by counseling those employees whose behaviors are inconsistent with this policy. Employee behavior inconsistent with the standards in this policy is subject to the Corrective Action process. Baptist Health reserves the right to bypass any step in the Corrective Action process.

SCOPE/APPLICABILITY:
Applies to all Baptist Health South Florida employees.

PROCEDURES TO ENSURE COMPLIANCE:

1. Leaders will promptly address employee conduct and performance issues. The leader has a responsibility to address these issues within a reasonable time.
2. Employee conduct which is unacceptable at Baptist Health and may result in immediate termination of employment includes but is not limited to the following:
    a. Being absent from work for three consecutively scheduled work days without notification to departmental leadership (no call/no show)will be considered a voluntary resignation without notice,

based on job abandonment, as described in Human Resources Policy 5400 Guidelines for Employee Attendance.

b. Falsification of, or omitting information from, health, payroll, personnel, travel expense reports or other business records, including but not limited to employment applications and patient records.
c. Falsification of information on an employee's time and attendance record: by "clocking in" and leaving the premises for personal reasons without "clocking out" or by "clocking in" or "clocking out" for another employee who is not working. Also, falsifying information on timesheets or by instigating such action by another employee for personal benefit.
d. Failure to respect the confidential/proprietary nature of official business and/or medical records and information. Unauthorized use of, copying of, retention of or forwarding through electronic mail or social media (Facebook, Twitter, LinkedIn, etc.) to third parties (including the employee's personal email and/or social media accounts) of Baptist Health official records and documents containing private, confidential or proprietary information regarding Baptist Health, its employees, patients, contractors, vendors, physicians, scholars, volunteers and/or vendors.
e. Unauthorized printing, copying of or saving onto external hard drives, USB drives or personal laptops Baptist Health official records and documents containing private, confidential or proprietary information, including but not limited to Social Security Numbers and protected health information regarding Baptist Health, its employees, contractors, vendors, physicians, scholars, volunteers and/or vendors.
f. Use of a mobile device (including but not limited to a smartphone, cell phone or camera) without prior consent to record sounds, conversations, and/or moving/still pictures on Baptist Health premises.
g. Stealing, sabotaging or willfully/carelessly destroying, damaging or defacing any property, facilities, grounds or equipment, belonging to Baptist Health, its employees, patients, contractors, vendors, physicians, scholars, volunteers and/or vendors.
h. Possessing, selling, consuming, distributing or being under the influence of alcohol, illegal drugs or any mood altering substance on Baptist Health premises.
i. Refusing to consent to a drug/alcohol test pursuant to the Human Resources Drug-Free Workplace Policy 6150.
j. Bringing or using explosives, knives, firearms, ammunition (including bullets and magazines) or other weapons (not including lawfully permitted firearms which are kept at all times in the employee's locked vehicle) on to Baptist Health property.
k. Removing a lawfully permitted firearm from an employee's locked vehicle and taking the firearm into any Baptist Health structures, including but not limited to hospitals, parking garages, corporate offices, medical arts buildings, urgent care centers, imaging centers, and early learning centers.
l. Refusal to comply with a direct order from supervisors or other members of leadership to complete a work-related task within the scope of their responsibilities or to ensure the safety of patients, visitors, co-workers, contractors, vendors, physicians, volunteers and/or scholars.
m. Failure to promptly, within 24 hours of the event or release from detainment, report to leadership or Human Resources that the employee has been arrested for or charged with a crime (misdemeanor or felony), whether or not the reason(s) for arrest or charge was based on an incident which happened outside of work.
n. All forms of violence as described in Human Resources Policy 5100 Preventing Workplace Violence.
o. All forms of harassment and discrimination as described in Human Resources Policy 5075 Policy Prohibiting Harassment and Discrimination (*formerly* Employee Dignity and Respect).
p. Use of Baptist Health inter-office mail, computers, E-Mail, Instant Messaging, Social Media and Voice Mail to display and/or transmit, including through regular mail, electronic mail, Social Media or instant messaging, of pornographic, sexually explicit or discriminatory images, videos, messages and/or cartoons and other physical, verbal or visual conduct of a pornographic, sexually explicit or discriminatory, as well as the display of such images, messages, and/or cartoons in the employee's workspace.
q. Dishonesty of any kind including theft, fraud and lying during the course of an investigation.

r. Use of Baptist Health equipment/supplies by employees to perform clinical tests on themselves, other employees, family members, friends, or visitors who are not registered patients at Baptist Health when the test is performed.
s. Use of Baptist Health equipment/supplies by employees to perform clinical tests on themselves, other employees, family members, friends, or visitors who are registered patients at Baptist Health at the time the test is performed, when the employee has not been assigned by his/her leader to perform the clinical test(s).
t. Self-registering by employees for clinical tests and/or procedures at Baptist Health.
u. Employee accessing their own medical records, family member, friend or visitor for whom the employee is not providing direct patient care, or the medical records of any patient of Baptist Health for whom the employee is not providing direct patient care.
v. Negligence or inattention to duty resulting in the creation of a dangerous condition with potential or actual loss to Baptist Health, its employees, patients or guests.
w. Engaging in activities, which constitute a conflict of interest with an employee's responsibility to Baptist Health, including but not limited to soliciting gifts or tips from vendors, patients and patients' families.
x. Unauthorized use of Baptist Health letterhead, including all Baptist Health entity letterhead.
y. Unauthorized personal references provided in support of another person while using Baptist Health letterhead, including all Baptist Health entity letterhead, or by employee identifying him/herself in the reference as an employee of Baptist Health.
z. Failure to comply with licensure and certification requirements.
aa. Failure to complete mandatory annual requirements in a timely manner, including ongoing clinical competencies, annual required education or annual TB testing as described in Human Resources Policy 5500 Performance Evaluations.
bb. Other serious offenses, including criminal conviction, which may result in serious adverse consequences to the corporation, department, patient, employee, or other individual associated with our institution.

3. Unacceptable employee conduct which may result in corrective action up to and including termination includes, but is not limited to, the following.
   a. Excessive absences or tardiness, or not giving appropriate notice when unable to report to work as described in Human Resources Policy 5400 Guidelines for Employee Attendance.
   b. Unauthorized absence from the department or from the entity in which employed.
   c. Violation of fire or safety rules, or engaging in any activities that creates a safety hazard.
   d. Sleeping during work time.
   e. Failure to observe Baptist Health traffic or parking regulations.
   f. Failure to cooperate with or display courtesy to other employees or any other person with whom the employee comes in contact. This includes the use of any profane language or inappropriate gestures, considered after an appropriate investigation, to be disrespectful, vulgar and/or unprofessional.
   g. Failure to cooperate with any Baptist Health conducted investigation or inquiry. This includes the failure to maintain and respect the confidentiality of any investigation to which an employee may be called on as a witness.
   h. Failure to permit searches of desks, workspaces, lockers, packages or bundles while on or leaving Baptist Health premises.
   i. Using tobacco products including smoking or chewing tobacco or using any device that emits fumes (i.e. electronic cigarettes) on Baptist Health premises.
   j. Gambling on Baptist Health premises, including but not limited to: soliciting employees, patients, visitors, contractors, volunteers or vendors for participation in a pyramid or Ponzi scheme; engaging in any type of activity where employees' money is put at risk.
   k. Frequent and/or lengthy personal phone calls, the improper use of mobile devices as described in Human Resources policy 6400 Mobile Devices at the Workplace (*formerly* Cell Phone), or frequent visits by friends or family in the working area during employee's working hours.
   l. Horseplay, yelling, pranks, profanity and/or unprofessional language.

m. Improper use of email or Internet access, including Wi-Fi, as described in the Information Technology policies referencing appropriate usage of allocated company resources (i.e. computer, laptops, etc...) and Human Resources Policy 6750 Social Media.
n. Violation of the Baptist Health Code of Ethics.
o. Violation of Baptist Health Corporate Privacy Office Policies.
p. Poor or unacceptable job performance.
q. Any other act of misconduct or other action inconsistent with orderly, reasonable, and common sense conduct necessary to the mutual welfare of the organization and its employees, patients, or any other individuals associated with Baptist Health.

SUPPORTING/REFERENCE DOCUMENTATION:
N/A

RELATED POLICIES, PROCEDURES, AND ASSOCIATED FORMS:

- BHSF Administrative Policies – Human Resources:
  - 5100 Preventing Workplace Violence
  - 5075 Policy Prohibiting Harassment and Discrimination (formerly Employee Dignity and Respect)
  - 5400 Guidelines for Employee Attendance
  - 5300 Corrective Action
  - 5500 Performance Evaluations
  - 5600 Termination of Employment
  - 6150 Drug-Free Workplace
  - 6400 Mobile Devices at the Workplace (formerly Cell Phone)
  - 6750 Social Media
- BHSF Administrative Policies – Information Technology:
  - 104 Use of Computers, E-Mail, Instant Messaging and Voice Mail
  - 105 Internet Security and Usage Policy – Information Technology
- BHSF Corporate Privacy Office Policies
- Baptist Health Code of Ethics

ENFORCEMENT & SANCTIONS:
Violation of this policy may lead to disciplinary action, up to and including termination of employment.