



# Rancho Los Amigos National Rehabilitation Center

## ADMINISTRATIVE POLICY AND PROCEDURE

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**SUBJECT: ORGANIZATIONAL ETHICS**

**Policy No.:** A103  
**Supersedes:** July 2, 2013  
**Reviewed:** August 30, 2018  
**Page:** 1 of 5

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### PURPOSE:

To communicate to all employees and others the **mission, vision, and values** of the National Rehabilitation Center and how **ethical considerations** translate to **expectations** regarding personal conduct.

### POLICY:

It is the policy of Rancho Los Amigos National Rehabilitation Center that employees maintain and adhere to ethical practices for the benefit of our patients and others.

**MISSION:** The mission of Rancho Los Amigos National Rehabilitation Center is to provide each patient with superior medical and rehabilitation services in a culturally sensitive environment.

**VISION:** Rancho Los Amigos National Rehabilitation Center is the provider of choice for medical rehabilitation and research in the United States. Rancho's Centers of Excellence are administered such as to ensure continuity and quality of care, as well as financial viability in a managed care environment.

**VALUES:** The success of Rancho Los Amigos National Rehabilitation Center is dependent on our ability:

- To promote ethical conduct within the organization that values honesty and integrity.
- To respect the rights of the persons served.
- To improve the quality of life for persons with disabilities.
- To provide care to the medically underserved and those otherwise without access to rehabilitation services.
- To foster teams of uniquely talented individuals dedicated to our proud tradition of community service.
- To promote a culture of individual pride in delivering service excellence to each Rancho patient.
- To promote excellence through education, research, advocacy, and service innovation.
- To maintain a quality environment for both patients and staff.
- To continuously redefine our approach to service delivery in order to meet the challenges of change in the external environment.

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EFFECTIVE DATE: January 1997

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

APPROVED BY:

**PROCEDURE:**

Rancho employees should use the following principles as guides with regard to all decisions and actions:

1. Rancho employees will uphold the Medical Center **values**;
2. When considering compliance among potentially conflicting values, employees will observe the following priorities:
  - First: Individual/human rights and the public good.
  - Second: Rancho Los Amigos National Rehabilitation Center's best interest.
  - Third: Individual self interest.
3. The Bioethics Committee is available to patients, families, and staff for consultation on ethical issues. The committee is accessed by calling a member of the Bioethics Committee or the Patient Advocate. Current members are listed on the Rancho Intranet under "Bioethics Committee".

**ETHICAL CONSIDERATIONS/EXPECTATIONS:**

HONESTY AND FAIRNESS: Rancho employees will conduct all activities with honesty, integrity, respect, fairness, and good faith, including the disclosure of information, which may affect decision making by patients, families, or others.

PROFESSIONAL DEVELOPMENT: Rancho employees will develop and maintain competence through ongoing assessment, and the provision of learning opportunities.

IMAGE: Rancho employees will enhance the dignity and image of the Medical Center through positive, professional and socially responsible behavior, and refrain from any activity which would demean the credibility or dignity of the Medical Center.

RESOURCES UTILIZATION: Rancho employees will maximize the efficiency and effectiveness of human and capital resource utilization, avoid waste, and consider whether or not there are ethical considerations when allocating resources.

BUSINESS PRACTICES: Rancho employees will follow proven, safe business practices to safeguard the human and physical resources entrusted to their use.

CULTURAL AND ETHNIC DIVERSITY: Rancho employees will encourage and respect varying customs and practices of patients, employees and others consistent with Rancho's mission, vision and values, including an employee's request not to participate in a certain aspect of a patient's care.

DISCRIMINATION: Rancho employees will not practice or allow discrimination, and will enforce safeguards to prevent discriminatory practices with regard to race, color, national origin, religion, ethnicity, language, culture, size, gender, sex, sexual orientation, gender identity or expression, socioeconomic status, physical or mental ability or disability.

EXPLOITATION: Rancho employees will not participate in practices, which will impact the integrity or well being of our patients, staff or visitors by use of confidential information for personal gain.

RETALIATION: Rancho employees will be conscientious and impartial. The rights of patients, staff and visitors will be observed including their right to present a complaint without the consequence of retaliation.

HUMILIATION: Rancho employees will not engage in acts which will compromise the dignity and self respect of our patients, staff and visitors.

CONFLICT RESOLUTION: Rancho employees will actively and openly assist in the resolution of patient, family, and employee complaints and conflicts relating to treatment, consent, billing, counseling, patient rights or other issues, and will facilitate access to the Bio-Ethics Committee for appropriate needs.

MARKETING: Rancho employees will be truthful in advertisement and all other forms of communication, and avoid information that is false, misleading, deceptive or could create unreasonable expectations.

PERFORMANCE IMPROVEMENT: Rancho employees will participate in the process of identifying, evaluating, and monitoring important aspects of care or services to which they contribute.

INFORMED DECISION MAKING: Rancho employees will provide current and prospective patients and others with complete and accurate information, in languages or forms understandable to them, enabling them to make enlightened judgments and decisions, and will assure thorough communication with patients and families, or others considering participation in investigational studies or clinical trials. If a situation occurs in which a patient suffers significant medical complications that may have resulted from a practitioners mistake or judgment, the appropriate employee will inform the patient/surrogate of all the facts necessary to ensure understanding of what has occurred, so that the patient/surrogate is able to make informed decisions regarding future medical care.

PATIENT'S RIGHTS: Rancho will employ an effective system for advising patients, surrogates, families, and others of their rights, opportunities, responsibilities and risks regarding health care services, including their right to access protective services.

PERSONAL AUTONOMY: Rancho will ensure that processes used safeguard the autonomy and self-determination of patient and others served, including the refusal of treatment and execution of advance directives.

ORGAN DONATIONS: Rancho will identify potential organ donors, discretely explain options to the family, and coordinate organ donation with physicians and procuring agencies.

CONFIDENTIALITY: Rancho will employ procedures to assure the confidentiality and privacy of patients, families, and other professional information. Confidentiality is essential to the effective functioning of the Medical Center. Patient and performance improvement information must be held in strict confidence by all employees.

CONFLICT OF INTEREST: To maintain the integrity of decision making, Rancho staff will avoid the exploitation of professional relationships with other healthcare providers, educational institutions, and payers for personal gain, including the personal use of inside information and the acceptance of gifts offered with the expectation of influencing behavior. All staff shall promptly report the existence of a potential conflict of interest to their immediate supervisor.

NEEDS-BASED DECISION MAKING: Rancho will work to identify and understand health care needs and use these needs as the guide to planning service development.

ACCESS TO CARE: Rancho will assure that all people have reasonable access to all services irrespective of their ability to pay, as appropriate to the mission of Rancho, and will devote resources as appropriate to improve any identified deficiencies.

LONG-TERM IMPACTS: Rancho will carefully consider long-term as well as short-term benefits, costs and other implications of all management decisions.

ADMISSION, TRANSFER AND DISCHARGE: Patients will be admitted, transferred and discharged in accordance with guidelines that have been approved by the Utilization Review Committee for each patient care program.

BILLING PRACTICES: Rancho will provide patients with information about financial resources, payment options, and rates. Staff will respond in an appropriate, confidential, and timely manner to patient billing complaints.

**COMPLIANCE:**

All Rancho employees will be held accountable for compliance with the Rancho Ethical Expectations as outlined in this policy. Violation of these Expectations should be reported to the immediate supervisor, Department Head or to the Administration Office. When the breach of ethical conduct is reported, investigation will be initiated and employees involved in breach of ethics may be disciplined.

BH:vz

REFERENCE: Rancho Los Amigos National Rehabilitation Center Policy and Procedure Manual:  
Bioethics Resource Committee Mission Statement, No. B500, effective January 1994  
Mission & Vision Statement, No. A101, Effective January 1982  
Medical Center Plan for the Provision of Patient Care, No. B800, Effective February 1994  
Conflict of Interest, No. A229, Effective January 1982  
Confidentiality of Records, No. B503, Effective January 1982  
Consent for Medical Treatment, No. B504, Effective January 1982  
Affirmative Action/EEOC Conciliation, No. A234, Effective January 1988  
Outside Employment, No. A232, Effective January 1992  
Dual Compensation, No. A222, Effective January 1993  
Inservice Training, No. A206, Effective 1982

Providing Services to Patients Without Discriminatory Bias, No. B508, Effective January 1984  
Patient Rights to Informed Participation on Decision Regarding Care, No. B509.1, Effective January 1994  
Policy for Addressing Patient Rights & Ethical Issues, No. B511, Effective January 1994  
Organ/Tissue Donor Protocol, No. B515, Effective February 1988  
American Medical Association's Code of Medical Ethics: Current Opinions With Annotations  
American Nurses Association Code for Nurse with Interpretive Statements