



LOMA LINDA  
UNIVERSITY  
MEDICAL CENTER

# LOMA LINDA UNIVERSITY MEDICAL CENTER

## OPERATING POLICY

**CATEGORY:** GENERAL MANAGEMENT  
**SUBJECT:** ORGANIZATIONAL ETHICS

**CODE:** A-37  
**EFFECTIVE:** 05/2017  
**REPLACES:** 05/2014  
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The ethical and professional life of Loma Linda University Medical Center as a medical care and professional training facility is influenced by its unique relationships to the Seventh-day Adventist Church and Loma Linda University. These relationships provide a fundamental Christian foundation and ethical perspective, not only in the care provided to patients, but also in interactions with other persons, the community, and society. Our vision is "Innovating Excellence in Christ-centered Care," and though we have many strengths, we have but one mission, which is "To Continue the Teaching and Healing Ministry of Jesus Christ." Our operations and delivery of health care are based on our core values as described in this policy.

### A. VALUE I - COMPASSION

1. The first priority of LLUMC shall be the welfare of patients. Patients shall be provided with a consistent standard of care in all settings throughout the institution.
2. All patients and families shall consistently be treated with courtesy, respect, and kindness.
3. Employees shall demonstrate respect and caring by calling them by name, making eye contact, and listening to understand them.
4. Employees shall make every effort to anticipate the needs of patients and families, and exceed expectations by responding in a timely manner to their needs.
5. The well-being of patients and the provision of safe care shall be the primary considerations in decisions to admit, treat, transfer, and discharge. LLUMC shall collaborate with third-party payors to provide appropriate patient care.
6. LLUMC shall be actively involved in the development and implementation of public policy to address the healthcare needs of the poor and underserved in the community.

### B. VALUE II - INTEGRITY

1. Commitments to patients shall include the following:
  - 1.1 Employees shall honor the sacred trust of patients in all their interactions.

- 1.2 LLUMC Administration and employees shall partner with physicians and other caregivers to ensure accurate and honest communication with patients and family members.
- 1.3 All information given to the patient and/or surrogate about the patient's condition, diagnostic procedures, treatment options (including cost and benefit to the patient), plan of care, LLUMC policies, and billing practices shall be complete and truthful.
- 1.4 All patient information in any form shall be considered confidential. Any discussion of patient information shall be limited to persons directly involved in the care of the patient, or in consultation with other healthcare personnel whose expertise is required to meet the patient's care needs, or in the Quality Improvement process. Discussions shall be held in a setting where they cannot be overheard.
- 1.5 The presence and function of students and other professional-in-training shall be disclosed to the patient and/or surrogate.
- 1.6 Legal requirements for reporting shall be met in the most sensitive manner possible. Exceptions to patient confidentiality shall be considered only for extreme justifying reasons. Decisions in such cases shall be subject to close ethical scrutiny and in compliance with current state and federal regulations.
- 1.7 Medical records shall be managed to maintain confidentiality, with due care being given to ensure appropriate release of information.
- 1.8 Consistent with the Patient Bill of Rights, patients shall be informed of the scope and nature of information that is provided to third party payors.
2. Commitments to and among administrators and employees shall include the following:
  - 2.1 Building trust by exhibiting open and honest feedback.
  - 2.2 Respecting the dignity and privacy of others.
  - 2.3 Following through on commitments and keeping promises.
  - 2.4 Holding themselves and others accountable for actions and outcomes.
  - 2.5 Maintaining confidentiality when circumstances require it.
3. Commitments for administrative and business practices shall include the following:

- 3.1 The Board of Trustees shall model institutional commitments to honesty in their professional interactions.
- 3.2 LLUMC shall endeavor to pay equitable wages to all employees.
- 3.3 Care shall be used to ensure accurate billing. Patient and payor questions about hospital charges shall be processed through the appropriate channels in a timely manner.
- 3.4 LLUMC shall regularly evaluate the relative cost effectiveness of alternative methods of care, and maintain a commitment to implementation of proven cost-saving innovations.
- 3.5 LLUMC and the Board of Trustees shall be fiscally responsible in investments and expenditures to maintain the stability and viability of the institution.
- 3.6 LLUMC shall use care to ensure accurate and reliable corporate records.

C. VALUE III - EXCELLENCE

1. LLUMC shall carefully balance the clinical, operational, and financial impact of actions and decisions.
2. LLUMC shall provide staffing that is adequate to ensure safe patient care, and not accept patients for care when available staffing, facilities, and equipment do not meet safe patient care standards.
3. LLUMC shall ensure the competence of its administrative, patient care, and support staff, including the ability to do so in an academic medical center.
4. LLUMC shall evaluate patient care staff on their delivery of care. These evaluations shall be based on scope of practice and adherence to the patient care and ethical standards of their individual professional organizations.
5. Patient care staff shall take all necessary measures to ensure safe, high quality patient care.
6. Challenges to the status quo shall be encouraged to ensure an exceptional experience for patients and their family members.
7. LLUMC leadership shall set high standards to achieve and support world-class excellence in education and research.

D. VALUE IV - TEAMWORK

1. LLUMC Administration shall demonstrate respect and support for its employees by providing appropriate training, facilities, equipment, and supplies.
2. LLUMC leadership and employees shall endeavor to maintain passion for their workplace teams.
3. LLUMC leadership and employees shall endeavor to recognize the contributions of others and affirm their successes.
4. Health care professionals providing patient care shall be truthful about their limitations, and seek consultations from other professionals and/or disciplines when necessary.
5. LLUMC leadership shall respect and encourage differing opinions among team members.
6. Team members shall actively solicit feedback and willingly accept responsibility for mistakes/actions.
7. All patient care team members shall endeavor to communicate clearly and collaborate to break down barriers to patient centered care.
8. LLUMC leadership and employees shall maintain a commitment to continuous learning to ensure team strength and retention of the best talent.

E. VALUE V - WHOLENESS

1. LLUMC Administration and employees shall support the mission of faith-based ministry.
2. All employees shall be encouraged to share information and create opportunities for increasing knowledge.
3. All employees shall endeavor to demonstrate a positive, peaceful, and hopeful attitude, especially in interactions with patients and families.
4. Employees shall be expected to incorporate wise choices for maintenance of physical, mental, emotional, and spiritual well-being.
5. Employees shall be encouraged to use appropriate humor in their interactions with fellow employees and with patients and their families.
6. Employees shall respect cultural background, ancestry, national origin, religious preference, economic status, source of payment for care, educational background, color, age, gender, gender identity, sexual orientation, marital status, registered domestic partner status, personal characteristics, medical condition, and disabilities in their

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interactions with each other and in the development and implementation of plans of care for their patients.

7. Patient care staff shall involve family members and/or surrogates in patient care plans and decisions to the greatest extent possible.

**E. RELATED REFERENCE DOCUMENTS**

- Mission Statement
- Vision Statement
- Values Statement
- Philosophy
- Strategic Plan
- Employee Handbook
- Medical Staff Bylaws
- Medical Center Plans for Providing Patient Care
- Corporate Compliance Plan
- Applicable Policies

**APPROVED:** Hospital Executive Leadership, LLUMC Board, LLUMC Chief Executive Officer, LLUMC Ethics Committee