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**I. Purpose**

**Code of Ethical Business and Professional Behavior**

Live a Legacy Vent Care Home, LLC, including all of its components, strives to adhere to ethical principles in carrying out its primary mission:

*Bridging the Gap Between Healthcare and Family*

Five fundamental values are central to the culture of Live a Legacy Vent Care Home, LLC. These include quality, integrity, compassion, collaboration and commitment. These core values are expressed both in clinical and business operations. This Code of Ethics and Professional Behavior is intended to provide guidance to all system members and employees regarding the standards of conduct, which are expected of every individual. All members of Live a Legacy Vent Care Home, LLC are expected to aspire to the highest standards of ethical conduct in all aspects of professional, business, and organizational performance.

**II. Ethics Council**

The Live a Legacy Vent Care Home, LLC Ethics Council is a sub-committee. The Ethics Council coordinates ethics-related activities with the Ethics Committees of each component in collaboration with all applicable Live a Legacy Vent Care Home, LLC employees.

The Live a Legacy Vent Care Home, LLC Ethics Council provides leadership to address the ethics of professional, business, and organizational behavior within the system, reviews system-related ethics issues, and coordinates the development of ethical standards for patient care and business operations for the system. Activities include, but are not limited to: development of standards for patient rights, advance directives, admission, discharge practices, management of conflict of interest, clinical decision making, fair marketing practices, fair and legally compliant billing practices, and bioethics education and services.

**III. A.**

**Basic Standards of Ethical Conduct**

1. **Admissions, Transfers and Discharges**

* **Decisions regarding admissions, transfers and discharges are to be based on the best interests of the resident. Care is to be provided to only those residents for which the system possesses the necessary knowledge and skills.**
* **Referrals outside the system will occur when appropriate services are not available within the system or when the resident desires to be transferred.**
* **Residents shall be transferred and discharged in accordance with the physician’s transfer and discharge instructions, in accordance with the resident’s best interests and with due respect for the resident’s privacy and dignity.**

1. **Marketing** 
   * **Marketing practices are conducted with truth, fairness, and responsibility to residents, the community, and the public at large.**
   * **Marketing materials accurately reflect services available, the level of licensure at time of publication and accreditation, and will comply with applicable laws and regulations of truth in advertising and non-discrimination.**
2. **Respect for Resident Values & Benefits**

* **All residents are to be treated with dignity, respect, and courtesy.**
* **Residents, or their surrogates (as appropriate) are to be involved in decisions regarding**

**care.**

* **Residents are to be treated with consideration for their personal values and beliefs.**

1. **Privacy and Confidentiality** 
   * **The system and its components maintain medical and patient financial information in ways that are designed to protect privacy and confidentiality.**
   * **Business, personnel, and management information is utilized only by those individuals authorized to review and act upon such information.**
   * **The Health Insurance Portability and Accountability Act of 1996 (HIPAA) must be abided by at all times by all employees. Resident protected health information (PHI) shall only be used in the extent needed in order for staff members to adequately complete their job description. Any deviance from this can result in disciplinary action and, possibly, immediate termination.**
2. **Resolution of Conflict** 
   * **Each component of the system maintains mechanisms to address and resolve patient, personnel and management related conflicts.**
   * **The system respects the rights of its professional, medical, nursing, and allied health staffs to exercise professional judgment including the right to question or appeal issues within defined unit and component structures.**
3. **Conflicts of Interest** 
   * **Each component of the system maintains policies that require disclosure of potential conflicts of interest to ensure that such conflict does not inappropriately influence business or professional decision-making.**
   * **No employee or member of administration or professional staff shall accept gifts, favors, entertainment, or other items of value that might compromise their independent decision making abilities.**
4. **Fair Billing**

* **The system maintains mechanisms to ensure that accurate billing occurs.**
* **The system and its components provide assistance to patients and third-party payers**

**seeking to understand the charges associated with patient care.**

* **The system and its components maintain mechanisms to resolve questions and objections.**
* **The system is committed to working with third-party payers to assure timely**

**communication of patient and financial information.**

1. **Continuity of Care** 
   * **Relationships or contracts developed by the system or its components with other health care providers shall not conflict with the mission of the system.**
   * **The system is committed to timely and effective collaboration with other providers to ensure continuity of care for patients being served is maintained by the system.**
   * **The system is committed to providing consistent communication among providers to ease transitions across system elements and outside providers and agencies.**
2. **Necessary Certifications/New Employee Expenses**

* **The system is committed to preparing all employees per WA DSHS regulations, by covering the upfront costs for any required certification classes (Orientation & Safety, Mental Health, Dementia, Developmental Delay, Nurse Delegation, Nurse Delegation specific to Diabetes, etc.) and lab testing as per WA DSHS regulations (i.e. TB tests, drug tests, etc.). So long as employee is committed to working at a full-time, or part-time (at minimum) employment status for a full 12-month calendar year. If employee chooses to leave or is terminated from employment with Live a Legacy Vent Care Home, LLC. for any reason within the 12-month calendar year, the cost of all fees related to above specified certifications and other required regulatory lab work shall be deducted from the employee final pay check.**

1. **Chain of Command**

* **It is imperative that all employees at any time, in any circumstances, follow the chain of command in communication needs.** 
  + **If there is an issue with regard to work flow, or anything that could be addressed immediately, employees are encouraged to speak with the immediate supervisor available (i.e. nurse on staff at the time).**
  + **If immediate supervisor is not available at the time of the event, the on call supervisor can be contacted for pertinent decision making.**
  + **IF the matter is one of a non-urgent manner, it can be addressed on the following day, OR via e-mail. This pertains to any schedule change needs, unresolved employee disputes, or other matters that require clarification.** 
    - **Email messages should be clear and concise in manner and not multiple in number.**
    - **Payroll communications, such as missed punches, time card discrepancies, and/or system downtime should be communicated via e-mail with the subject specification “Timecard/Payroll (mm/dd/yr).”** 
      * **Employees are also encouraged to attach a screenshot of any system downtime issues, with diagnostic codes, to be attached to the email for troubleshooting purposes.**
  + **Text messaging is also available for the on-call manager, but only to be used in non-emergency, but very important, communication, for which an e-mail will simply not suffice.**
  + **If issues cannot be resolved via the staff nurse or on-call manager, an e-mail can be sent to the company administrator for further problem solving.**

1. **Scheduling Needs** 
   * **For any changes in schedules that are needed for employee time off, Live a Legacy Vent Care Home, LLC. encourages their employees to collaborate with each other with the purpose of covering their scheduled shifts.** 
     + **If employee finds someone to cover their shift, both employees must e-mail manager with the respective dates and the words “shift switch” in the subject line, stating in the subject that both employees have agreed to switch days, etc. Switched shifts may not result in over time under any circumstances; this is the responsibility of employee granting the coverage.**
     + **If all attempts have been made and have failed, and the request notice is at least 30-days in advance, employee may contact manager via e-mail for assistance in covering the requested scheduled shift. The manager will make all efforts to accommodate the employee requested day off.**
2. **Violations of Code**

* **The Ethics Council is available to review allegations regarding violation of the system’s Code of Ethical Business and Professional Behavior.**
* **Reports of any findings or recommendations of an Ethics Council review shall be forwarded to the Administrator for action.**
* **Anyone found in violation of the entire above specified code of conduct may be under disciplinary action and up to termination of employment; under the penalty of all applicable state and federal laws.**

Approved by Management Council: February 10, 2017  
Reviewed/Revised: