

HAMILTON CENTER, INC. OPERATIONS MANUAL

Section: **HAMILTON CENTER, INC.**

Policy No.: OP.01.02.00.00

Policy: **CORPORATE ETHICS**

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PURPOSE

To ensure Hamilton Center, Inc. (HCI) business is conducted in an ethical manner, protecting the rights and well-being of consumers served.

POLICY

HCI's vision is to advance excellence in behavioral health services through compassion, customer responsiveness, innovation, and flexibility. The organization values the worth of all people and treats individuals with dignity and respect. Recognizing the vulnerability of consumers, HCI is committed to the highest standards of professional, ethical, and moral conduct.

POLICY COMPONENTS

- A. Staff is hired with credentials, expertise, and experience relevant to the modality and/or job requirements. Employee orientation, staff development programs, and educational reimbursement policies reflect the commitment to professional excellence and professional development through internal and external training. All employees sign a conflict of interest statement upon hire and annually thereafter.
- B. Staff is expected to adhere to the code of ethics of their profession and/or HCI policies and procedures, and the standards prescribed by licensing, accrediting, and/or regulatory bodies. Expectations regarding ethical conduct are provided in writing to staff during employee orientation. As appropriate, employee violations of ethical or professional standards of the Indiana Licensing Board will be reported to the National Practitioner Data Bank (NPDB) and the Medical Licensing Board of Indiana.
- C. All individuals receive services based on clinical appropriateness and client preferences without regard to age, race, ethnicity, culture, religion, sex, gender, sexual orientation gender identity or expression, socioeconomic status, and /or physical or mental disability. Payment for services is based on an individual's third party payer coverage and benefits.
- D. All programs and services have admission and discharge criteria. When maximum benefit is achieved, a consumer is transferred to a less intensive modality or service, or discharged with a referral for continuing care.

- E. Services are designed to foster the highest level of functioning, autonomy, and self-determination possible and to reduce the level of behavioral health care needed, to the lowest possible level.
- F. The Corporate Compliance Plan is reviewed periodically and updated as necessary. Policies and procedures are implemented to protect consumer confidentiality and privacy, inform consumers of their rights, and provide a mechanism for consumers to process grievances or appeals (of decisions) concerning treatment, services, and/or billing.
- G. Marketing and business development activities ensure that services and programs are honestly represented.
- H. Billing practices are ethical and accurate. Internal controls monitor billing practices and are assessed annually by an independent audit.
- I. The organization maintains a current list of the names and addresses of all Directors on the governing board. This information is available to internal and external consumers. Directors and all members of the governing board sign a conflict of interest statement when elected to the Board of Directors and annually thereafter.
- J. Contractual relationships with other providers and/or individuals are reviewed by HCI management and/or the Board of Directors to ensure that no real or perceived conflict of interest exists and that the organization's mission would not be compromised.
- K. In response to changing or emerging community behavioral health care needs, current services are evaluated and redesigned and/or new services are developed as resources allow. The organization facilitates stakeholder access to planning processes and conduct satisfaction surveys of internal/external consumers on a regular basis.
- L. This policy is available for review by internal and/or external stakeholders.