

**LSU HEALTH CARE SERVICES DIVISION  
BATON ROUGE, LOUISIANA**

**POLICY NUMBER:** 8501-2024

**CATEGORY:** Compliance

**CONTENT:** Code of Conduct

**APPLICABILITY:** This policy applies to employees of the Health Care Services Division Administration and Lallie Kemp Medical Center; including classified, unclassified, students, volunteers, and any other persons having an employment or vendor relationship with the agency.

**EFFECTIVE DATE:**

Issued:	January 31, 2005
Revised:	May 16, 2007
Reviewed:	November 26, 2008
Reviewed:	December 4, 2009
Reviewed:	January 7, 2011
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Reviewed:	March 6, 2015
Reviewed:	May 8, 2015
Revised:	January 27, 2017
Revised:	June 16, 2020
Reviewed:	September 12, 2022
Reviewed:	August 28, 2023
Reviewed:	September 6, 2024

**INQUIRIES TO:** Health Care Services Division  
Post Office Box 91308  
Baton Rouge, LA 70821-1308

**NOTE: Approval signatures/titles are on the last page.**

**LSU HEALTH CARE SERVICES DIVISION  
CODE OF CONDUCT POLICY**

**I. POLICY STATEMENT**

It is the policy of the Health Care Services Division (HCSD) to adopt a Code of Conduct that will provide guiding standards for the decisions and actions of Personnel of HCSD. It is further the policy of HCSD to provide a copy of the Code of Conduct to each employee and to obtain a signed acknowledgement of receipt. A copy of the Code of Conduct will also be an attachment to each HCSD personal or professional service contract.

**Note:** Any reference herein to HCSD also applies and pertains to Lallie Kemp Medical Center (LKMC).

**II. IMPLEMENTATION**

This policy and subsequent revisions to the policy shall become effective upon approval and signature of the HCSD Chief Executive Officer (CEO) or designee.

**III. RESPONSIBILITIES**

It shall be the responsibility of the Human Resources Departments at HCSD Administration and LKMC to disseminate and/or assign on-line training of the Code of Conduct Policy to all employees and obtain and retain acknowledgements as part of the personnel records and/or training records.

It shall be the responsibility of the Contracts section of the Purchasing Department to see that a copy of the Code of Conduct is made a part of all personal and professional service contracts. It shall be the responsibility of the Training/Staff Development and the Compliance Departments to educate Personnel with regard to the Code of Conduct.

**IV. PROCEDURES**

Procedures will be established by the applicable departments as necessary to accomplish the dissemination of and education on the Code of Conduct as noted previously.

- A. At a minimum, the dissemination will take place upon the initial issuance and any revision of this policy as well as once every two years following the initial issuance or latest revision.
- B. At a minimum, education on the Code of Conduct will occur within three (3) months of initial issuance and be included in the initial orientation for

all new staff. The training on the Code of Conduct will be updated for the latest revisions and will be included in the annual compliance training programs as a refresher.

**V. CONSEQUENCES**

An employee's failure to comply with the HCSD Code of Conduct may result in disciplinary action up to and including dismissal.

**VI. EXCEPTIONS**

The HCSD CEO or designee may waive, suspend, change or otherwise deviate from any provision of this policy deemed necessary to meet the needs of the agency as long as it does not violate the intent of this policy, state and/or federal laws, Civil Service Rules and Regulations, LSU Policies/Memoranda, or any other governing body regulations.

**HCSD CODE OF CONDUCT**

HCSD's Code of Conduct provides the guiding standards for the decisions and actions of each officer, director, employee, leased employee, student and agent (Personnel) of HCSD. Although the Code of Conduct can neither cover every situation in the daily conduct of the many varied activities nor substitute for common sense, individual judgment, or personal integrity, it is the duty of Personnel of HCSD to adhere, without exception, to the principles set forth herein. All Personnel of HCSD are subject to and shall comply with the principles of this Code of Conduct.

**PRINCIPLE ONE: KNOW AND FOLLOW THE RULES**

All HCSD Personnel must be aware of the legal requirements and restrictions applicable to their respective positions and duties. Personnel must know and follow the letter and the spirit of applicable laws, rules, guidelines, as well as HCSD policies, procedures and compliance plans. Any questions about the legality or propriety of any proposed actions to be undertaken by or on behalf of HCSD should be referred immediately to one's supervisor, department manager, Hospital Administrator, Human Resources Director, or Compliance Officer.

**PRINCIPLE TWO: THINK AND ACT ETHICALLY**

All HCSD Personnel must follow the ethical standards and those of their professions. Personnel should think about how their actions might be perceived by the patients and communities served by HCSD. Personnel should realize that some of their actions

may be scrutinized by outside entities. Personnel should also realize that integrity is doing the right thing, even when no one is watching.

**PRINCIPLE THREE: AVOID CONFLICTS OF INTEREST**

All HCSD Personnel must conduct their duties for the purpose, benefit and interest of HCSD and those that it serves. Personnel have a duty to avoid conflicts of interest and may not use their position and affiliation with HCSD for personal benefit.

Personnel shall not accept gifts or anything of value from any person or company doing business with or using the services of HCSD.

Personnel shall follow the standards of the Louisiana Code of Governmental Ethics.

**PRINCIPLE FOUR: STRIVE TO ATTAIN THE HIGHEST STANDARD OF PATIENT CARE**

It is HCSD's mission to work and learn collaboratively with other organizations to advance quality and efficiency in care delivery, support education of current and future healthcare providers, and positively impact health and healthcare for Louisiana's citizens.

**PRINCIPLE FIVE: TREAT ALL INDIVIDUALS WITH RESPECT AND DIGNITY**

HCSD is committed to providing patient care and a workplace environment that emphasizes the dignity and respect of each individual. HCSD provides equal educational and employment opportunities for all persons, without regard to race, color, national or ethnic origin, religion, gender and gender identity, sexual orientation, disability or veteran's status.

**PRINCIPLE SIX: PROTECT CONFIDENTIAL INFORMATION**

HCSD is committed to securing its information systems from unauthorized access or disclosure. HCSD shall provide for the confidentiality and security of patient and employee information. Personnel shall only access confidential information and/or share confidential information with others through the policies, processes and systems approved by HCSD. Those policies include Personnel only accessing confidential information and/or sharing confidential information with others when authorized to do so and for the purpose of performing a job function.

**PRINCIPLE SEVEN: MAINTAIN THE HIGHEST STANDARDS OF ACADEMIC AND RESEARCH INTEGRITY**

All HCSD Personnel must uphold the highest moral and ethical standards in the education of health professionals and in health-related research. The protection of the patients' well-being and confidentiality, as well as informed consent, must be a top priority in all academic and research endeavors.

**PRINCIPLE EIGHT: MAINTAIN ACCURATE RECORDS**

HSCD and its Personnel shall maintain documentation according to legal, professional, regulatory, and ethical standards. All documentation of clinical services shall be accurate, thorough, honest, and timely. Billing for clinical services shall be accurate, supported by documentation, and billed in accordance with payer requirements.

**PRINCIPLE NINE: BE A STEWARD FOR HEALTH, SAFETY AND PROFESSIONAL CONDUCT**

HSCD and its Personnel shall work to ensure an environment that is safe and healthy for its patients, visitors, and employees. All Personnel shall act with honesty and good will, encouraging effective communication and problem-solving free of intimidation or retaliation.

## ACKNOWLEDGEMENT-HCSD CODE OF CONDUCT

**NOTE:** If you are completing the review of the HCSD Code of Conduct as a lesson assignment through WILMA, you **DO NOT** need to print and sign. You will complete an attestation at the end of the WILMA lesson designated as the Test.

This is to acknowledge that I have read and understand the Health Care Services Division's Code of Conduct as presented in this policy.

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Employee Name (Print)

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Employee Signature

Date

Document Metadata

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09/17/2024

Approver:

Approver:  
Wilbright, Wayne

A handwritten signature in black ink, appearing to read "Wayne Wilbright". The signature is fluid and cursive, with a prominent initial "W".

09/17/2024