



THE MATER
HOSPITAL

CODE OF CONDUCT

July 2021

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INTRODUCTION

Our Code of Conduct is one of the ways we put the Mater Misericordiae University Hospital's ("MMUH") values into practice and ensures we maintain our reputation for ethical behaviour and fair dealing in conducting hospital business. It serves to guide all our actions measured against the highest possible standards. As a healthcare provider, it also embeds the following five guiding principles underpinning "Supporting a Culture of Safety, Quality and Kindness" A Code of Conduct for Health and Social Service Providers:

1. Patient Centric/Putting People First

2. Kindness, Dignity and Respect

3. Openness and Transparency, Honest Communication, Learning and Accountability

4. Excellence, Effectiveness and Efficiency

5. Working Together / Team work

Whilst the Code is specifically written for our employees, board members, officers and volunteers, MMUH expects the extended workforce (agency staff, suppliers and independent contractors etc) and others who may be temporarily assigned to perform services for the Hospital, to follow the Code in connection with their work for MMUH.

Comprising of three main areas, the Code reaffirms the responsibilities of all MMUH employees, sets out the hospital's mission and purpose and confirms our stakeholder commitments.

If you have a question or concern in relation to any aspect of the code, you can contact your Line Manager or the Human Resources Department.

OUR MISSION STATEMENT

Intertwined with the values are such capabilities as intellectual, emotional, social and spiritual intelligence which manifest themselves in performance, facilitating compassion, resilience and balance in a context where the core purpose is engagement with patients and their families, where policies and professional practice combine to create and sustain a culture of holistic care.

Our Mission statement wheel



ADDRESS BY OUR CHAIRMAN

Our Mission represents more than a simple obligation to provide excellent quality patient care. Rather, it requires us to hold ourselves and our colleagues to the highest professional and ethical standards in the conduct of our work. It means that we must act with integrity in all aspects of the hospital's business.

This Code of Conduct provides guidance on our commitment to integrity and its expectations for all our employees. All of us are charged with fostering a work environment where our personal pledge of commitment to the principles of this Code can be undertaken. Those in leadership and management roles are expected to pro-actively promote the Code – its principles and compliance – and to act as mentors and role-models in its implementation.

Every individual in our organisation matters and I encourage you to be mindful of the critical role you play in accomplishing our mission. It is my great pleasure, on behalf of the Board, to thank you for your continued dedication, energy, compassion and patient-focus you bring to your work on a daily basis.

David Begg
Chairman of MMUH

ADDRESS BY OUR CHIEF EXECUTIVE

The Mater Hospital has served our patients and our community, adhering to the care values and mission of the Venerable Catherine McAuley, for over 150 years.

Each individual within our hospital plays a role, directly or indirectly, in the patient experience and our reputation is based on how we conduct ourselves.

This Code of Conduct provides guidance on legal, ethical and compliance issues we may encounter in our daily work, defining the framework for making the right decisions and taking appropriate action. It is a reflection of our culture and encompasses the values and behaviours that contribute to the unique Mater environment.

Each individual - including all Board members, employees, volunteers and allied personnel - is expected to be familiar and comply with the Code in the performance of their duties and will be required to sign a document confirming their understanding of, and compliance with, their obligations therein.

Thank you for your on-going commitment to our patients, our communities and the MMUH continued reputation for excellence and integrity in carrying out our mission.

Alan Sharp
Chief Executive of MMUH

RESPONSIBILITIES OF ALL EMPLOYEES

● SHOW RESPECT

All employees have a responsibility to treat patients, colleagues and any other person with whom they come into contact in the workplace with courtesy and respect.

All employees are expected to help maintain a working environment in which the dignity of all is respected and ensure that everyone is treated fairly and without bias at all times.

● COMMUNICATE OPENLY

All employees are responsible for listening and communicating with patients in an open and honest manner. Where a patient raises an issue, staff should aim to resolve it locally and as soon as practicable. Where this is not possible, staff should facilitate patients to make a more formal complaint through patient liaison services.

Similarly all employees are responsible for listening and communicating with each other in an open and honest manner.

Where an issue arises every effort should be made to resolve it locally and as soon as practicable. Where this is not possible, staff should adhere to the hospital's procedures to facilitate a resolution.

● TEAMWORK

All employees must work in collaboration with colleagues as part of a team to ensure the delivery of high quality safe care to all patients. You are required to value the part that all multidisciplinary team members play, whether employed in the delivery of direct or indirect care. You are also expected to recognise and respect the expertise they bring, and to honour team work commitments, agreements and arrangements.

● WORK IN PARTNERSHIP

All employees must work in partnership with patients. Always explain what you intend to do, even when it is basic care or routine procedures, and only continue once the patient agrees to it. You should report any concerns that the patient or their relative has to your line manager.

● MAINTAIN CONFIDENTIALITY

All employees must value confidentiality as a core personal right of every patient, colleague and any other person with whom they come into contact in the workplace. You must not improperly disclose information during or post-employment.

● BE ACCOUNTABLE

All employees are required to abide by the law and must not engage in conduct which is dishonest or may unfairly bring the hospital or colleagues into disrepute. You are expected to be reliable, dependable and accountable for your actions and omissions in your daily work and to work to the best of your abilities. Actively taking part in on-going monitoring of your performance through agreed hospital programmes supports and enables you to have a clear understanding of what you are accountable for.

Where relevant you are required to uphold the ethics of your profession and adhere to professional regulation and codes of conduct at all times.

● BE COMPETENT

All employees are responsible for maintaining the highest standards of services and developing their competencies in keeping with their span of authority, responsibilities and accountabilities. You are required to ensure that your work practice develops in line with up to date evidence of what provides the best outcomes for patients and/or wider hospital services. This includes, up-skilling, taking part in quality improvement initiatives, mandatory training programmes, coaching or mentoring programmes.

● BE AWARE OF YOUR CAPABILITIES

All employees must act within their level of competence and should be aware of what they can do and cannot do. The safety of patients, colleagues and members of the public is your first priority. Always ask colleagues or your manager for help if you have any worries or concerns about what you can do or cannot do.

● BE AN ADVOCATE

All employees are responsible for promoting and protecting the interests of patients, colleagues and any other person with whom they come into contact in the workplace. This requires taking into account all aspects of equality and diversity and could involve speaking up for people to make sure that what is best for each individual is always taken into account.

● REPORT CONCERNS

All employees are duty bound to practise good stewardship.

Employees can report in good faith to hospital management or through the 'Protected Disclosure Procedures' a workplace concern that relates to; the health or welfare of patients/clients, where the public may be at risk, where your employer is not meeting their legal obligations or where there is a misuse or substantial waste of public funds. Reports must not be intended to undermine the reputation of any colleague or service provider.

● MAINTAIN REGULAR AND PROPER ATTENDANCE AT WORK

Employees are expected to attend at work and adhere to their terms and conditions of employment.

● DISCLOSE CONFLICTS OF INTEREST

All employees have a responsibility to disclose all possible conflicts of interest within their work involving themselves or their immediate family members and not to engage in outside activity or business if it conflicts with hospital interests.

● PROTECT PHYSICAL AND INTELLECTUAL PROPERTY

We all have the responsibility to ensure that the organisations assets and resources are only used for their designated purpose and in a proper manner. Special attention should be paid to the prevention of loss of assets and resources by way of deterioration or theft and to ensure that there is no misuse of official position. This also applies to intellectual property and confidential information, which must never be disclosed outside the organisation unless this has been specifically authorised.

● THIRD PARTY BENEFITS

Employees should not receive benefits of any kind from a third party which might reasonably be seen to compromise their personal judgement or integrity. Any benefits received should be of nominal value and must be disclosed by you to your line manager.

● ADHERE TO POLICIES AND LEGISLATION

All employees have a responsibility to familiarise themselves with the organisations policies and procedures and adhere to them in their practice and in doing so to take reasonable care of their own safety health and welfare.

● OBSERVE MAIL ETIQUETTE

Employees are aware that email is a written record of conversations and must ensure that email correspondence is directed to and/or limited to the appropriate audience. In all cases it is in the senders and recipients interests to ensure email tone and content is measured and respectful and where practicable complex matters should be resolved by face to face interaction.

● ADHERE TO THE CODE

These guidelines set out in this Code apply to every individual employee taking into account their duties and responsibilities in the organisation. Any employee who breaches the Code may be subject to appropriate disciplinary action.

OUR FOUNDATION

The Venerable Catherine McAuley founded the Congregation of the Sisters of Mercy in 1831. The visitation of the sick poor in their homes was one of the characteristic works of the Sisters from the beginning. Catherine McAuley's aspiration to establish a hospital became a reality when the Mater Misericordiae Hospital officially opened on September 24th 1861.

Today, the Mater Misericordiae University Hospital is a university teaching hospital providing acute and tertiary specialist services. It continues in its healing ministry to the sick, regardless of class, creed, or nationality.

A MISSION IN HEALTHCARE

● GOVERNANCE CHARTER

The Governance Charter is designed to serve as a reference source and guide for those who carry forward the healthcare leadership function in the years ahead so that the essential and distinctive characteristics of voluntary hospitals, together with the importance of their presence in Irish healthcare, should be as clear as possible for those taking on this onerous responsibility.

The concept of faith-based initiatives on behalf of the poor is as old as recorded history. Among such initiatives were the hospitals established by the Sisters of Mercy in the nineteenth century. Over the decades since then, lay colleagues who worked alongside the Sisters not only imbibed their ethos but strongly subscribed and committed themselves to it. It is this ethos which has inspired, influenced and guided their hospitals since their establishment. It has continued to be reflected in their work up to the present and, in the years to come, those who will provide the service will continue to accompany the patients with compassion and excellence along their pathway to healing.

This Charter sets out the Vision, Mission and Core Values of Mercy Hospitals. While being very conscious of how quickly change comes in healthcare, these elements are seen as enduring. Taken together, the Vision, Mission and Core Values are the components which will distinctively shape the ethos of our healthcare facilities and services, and underpin their unique role in meeting the health needs of our people in the years ahead.

It is most important that the hospitals' Vision, Mission and Core Values set out in this document are given expression in the everyday life of the hospital so that its ethos can be experienced and recognised. It is also important that it be checked that this is the case, and that appropriate measures are taken to adjust as required.

This Charter will remain an essential component of the governance function for the hospital and it will serve as a guide to those in positions of leadership and responsibility.

● VISION AND MISSION STATEMENTS

Our Vision

We will lead our Hospital in developing and delivering excellence in healthcare which will be recognised as the leading National provider of acute public healthcare services in Ireland.

Our Mission

Our mission, is to provide a prompt, holistic and skilled healthcare service of the highest standard of excellence, especially to those who are most marginalised.

● CORE VALUES

Core values provide a guide in interacting with patients, colleagues and all others, including the statutory and community agencies, and other healthcare providers who collaborate with us in Mercy Healthcare. They permeate the processes, activities, decisions and on-going development of the hospital on a daily basis. The services provided within this Vision and Mission are committed not only to meeting the standards of excellence required by the State, but also to providing the added value of deep personal empathy for the patient in an atmosphere of inclusion, hope, dignity and best possible recovery. While the internal culture of the hospital embodies the values and beliefs enshrined in this Charter the impact of the external culture with its many complexities cannot be underestimated. Achieving the correct balance between these two realities in the best interest of patients is a key area of management's responsibility. The behaviours and standards which are expected of all Mercy associates, whether Board members, staff, or volunteers reflect the values outlined overleaf.

Our core values are

Respecting human dignity

Showing compassion

Upholding justice

Creating a caring and safe community

Striving for excellence

Teamwork

Acknowledging that the needs of the communities to be served are always likely to exceed available resources, situations may arise where the values aspired to could be in conflict. In these circumstances the challenge is to consistently and strongly advocate for those most vulnerable and in greatest need of care.

● EVERYDAY WITNESS TO VISION, MISSION AND CORE VALUES

The true test of whether the Vision, Mission and Core Values are realised is whether they are reflected in the daily work of the hospital both at institutional and individual level. This document illustrates and clarifies some of the practical ways in which it is anticipated that the values would find daily expression in the healthcare environment. They are supported by the Office of Mission Effectiveness and the role of a designated person.

Respecting human dignity

The dignity of each and every person is central to the Christian faith. This dignity is not something which is acquired but is a given, from conception to natural death, and is based on the belief that men and women are made in the image of likeness of God. In this context the person is both sacred and social.

Respect for Human dignity is expressed by

Welcoming diversity and showing respect in all relationships and decisions

Acknowledging each patient's right to be involved in making informed decisions about his/her health, to give consent to the extent that this is possible, to privacy and confidentiality

Providing a caring and welcoming ambience that gives concrete expression to respect for others and contributes to the wellbeing of all

Assuming ecological responsibility through practices which promote respect and care for the environment

Fostering a culture which responds to the physical, emotional and spiritual needs of others and is characterised by hospitality, trust and a sense of belonging

Listening empathically and communicating appropriately with honesty and respect throughout the services

Showing compassion

Compassion is shown by

Fostering an attitude of openness and sensitivity to the suffering of others and responding to them with tenderness and care

Standing in solidarity with those in most need, particularly those who are poor and marginalised and those whose voices are not always heard

Creating an environment for the patients and their families that is caring and conducive to a transforming, healing process, especially with reference to crisis moments and end of life

Promoting a strong pastoral service which is authentic, sensitive and respectful

Upholding justice

Justice is upheld by

Acting with integrity, honesty and truthfulness at all times

Managing resources fairly and prudently with particular attention to those in most need

Advocating for a more equitable and accessible health service based on the principle of each person's universal right to healthcare

Evaluating choices against the Vision, Mission and Values alongside the demands of a more complex external environment

Promoting social inclusion through ensuring that services are accessible to all without discrimination and enabling those with disabilities to function as fully as their condition permits regardless of their starting point

Creating an environment where forgiveness and reconciliation are possible

Creating a caring and safe community

A caring community is created by

Promoting respectful, inclusive, and compassionate relationships

Ensuring that when difficult decisions must be made they are tempered with sensitivity and compassion

Creating a work environment where the viewpoints of all are appreciated and where staff involvement in strategic planning and decisions that affect them is promoted

Ensuring that healthcare never becomes impersonal or just 'a commodity which may be purchased

Acting promptly whenever concerns about safeguarding vulnerable people arise

Providing on-going opportunities for personal and professional development in keeping with the hospitals' culture and tradition

Acknowledging the dedicated work of staff members and celebrating their achievements

Making provision for sacred space for multi-faith worship where staff and patients can experience stillness, healing and peace

Creating opportunities to participate in and celebrate significant feasts with special liturgies enriched by sacred song and music

Striving for excellence

Excellence is sought by

Trying always to exceed, and not just meet, the expectations of the patients who are the hospitals' principal stakeholders

Maintaining high standards of quality, excellence and performance in all aspects of the hospitals' services which includes patient care, education, training and research in accordance with the hospitals' designation as academic teaching hospitals

Implementing improvement plans where necessary that are based on best practice, innovative technology, knowledge and skill

Seeking to be reflective in practice as a means of identifying creative responses to the needs of those we serve

Viewing challenges as opportunities for resourcefulness and creativity

Affirming achievements and good practice

Promoting research into possible solutions to illnesses for which there is no current remedy

● OUR PLEDGE OF COMMITMENT

Guiding principles of this code

To deliver the highest quality patient-centred health care and superior clinical outcomes while advancing research and education in accordance with this Code. We are guided by the following principles and affirm the following commitments:

To our Patients

To treat our patients with kindness, respect and dignity and provide the highest quality and equitable health care services in a professional, compassionate, courteous and cost-effective manner, compliant with Irish/EU laws and regulations.

We will communicate honestly and ensure learning when a patient has suffered harm as a result of care and accept full responsibility for our actions.

To our Employees

To provide a work environment that is characterised by openness and transparency, accountability, honest communication, respect, fairness, pride

and camaraderie, professional ethics, integrity, and ample opportunities for learning and professional development. We are dedicated to providing state-of-the-art facilities, advanced technology, outstanding professional support and an atmosphere that advances high quality patient care, medical education and research.

To our Board of Directors

To follow high standards of professional and ethical management by providing strong leadership to pursue strategies that meets the mission and vision of the organisation.

To implement and support robust corporate and clinical governance and management structures that clearly demonstrate responsibility, authority and accountability for systems aimed at the delivery of safe and effective care.

To our Volunteers

To recognise the time and talent provided by our volunteers as a vital component of our mission in assisting and attending to the nonmedical needs of patients and their families. We ensure that our volunteers feel a sense of meaningfulness from their volunteer work and receive recognition for their efforts.

To Our Third-Party Providers

To work in a way that demonstrates our commitment to contractual obligations and compliance with laws and regulations, and that reflects our shared goal of providing quality health care in an efficient and cost-effective manner. To provide an environment in which compliance with rules, regulations, ethical business practices and our Code of Conduct is woven into the corporate culture.

To the Communities We Serve

To understand the particular needs of the communities we serve and provide these communities with high quality, cost-effective health care. As a charitable organisation, we recognise our responsibility to assist those in need. In

addition, we support charitable organisations and events whose missions are consistent with that of MMUH

To Our Regulators

To provide an environment in which compliance with rules and regulations meets ethical clinical and business practices and the code of conduct is woven into the organisations culture.

OUR PURPOSE

The purpose of the Mater Misericordiae University Hospital is to contribute to the health and wellbeing of the population. Our hospital is a major cardiac centre, cancer centre and is home to a range of quaternary services listed below. While the hospital has been synonymous with cardiology it also is a major centre for ophthalmology, spinal injuries, and gynaecological cancer and is the national heart and lung transplantation centre.

We provide a range of frontline and specialist services on a regional and national level

Cardiothoracic Surgery

National Centre for Peritoneal Malignancies

Intensive Care Medicine

National Centre for Inherited Metabolic Disorders

National Centre for Rare Diseases

National Centre for Congenital Heart Diseases

National Centre for Extra Corporeal Life Support

National Heart and lung Transplantation Programme

National Isolation Unit

Adult Scoliosis Unit

National Centre for Pulmonary Hypertension

Deep Brain Stimulation

24/7 PPCI Centre

National Centre for Adult Congenital Heart including Maternal
Congenital Heart Services

Major Structural Heart Disease Centre

Operates with St Vincent's University Hospital as a single Cancer
Academic Directorate

One of the Eight Nationally Designated Cancer Centres

One of Four Nationally Designated Lung Cancer Surgery Centres

BreastCheck located on Mater Campus

HIPEC

Advanced Cancer Care

We are committed to delivering these services with the highest professional, ethical and teaching standards and in doing so maintaining the mission values and ethos of the hospital.

Our Code of Conduct and our associated policies and procedures guide and inform our behaviour. It outlines what we should and must do in following the organisation’s mission, vision and core values. We each have a responsibility to realise and maintain these standards of behaviour, to conduct our business with integrity and professionalism and avoid any activities that could harm the reputation of MMUH, its managers, directors or employees.

STATUS

This Governance Charter - A Mission in Healthcare – and this code represent the outlook, attitude and desire of all who serve in our Voluntary Mercy Hospitals in the Catholic tradition. It was compiled by the Mission Effectiveness Office of the Hospital in consultation with Mercy Sisters and various stakeholders.

All involved in the Mission of the Hospital are expected to abide by its provisions and commitment to uphold it which is expected of all members of the Board, Management and Staff. Together with the Code of Ethics, it forms the Governance Charter for the immediate future and is subject to revision from time to time.

The Governance Charter is attached to the Memorandum and Articles of the Hospital Company which is governed by the same legal obligation as other requirements of Company Law.

OUR COMMITMENTS

● ORGANISATION LEADERSHIP

The Board of Directors commit to govern the hospital and hold the Executive Management Team to account for the delivery of safe, high quality patient care. Guided by legislation and ethical standards, we operate in a manner which is sensitive to the needs of the local community, as well as meeting regional and national healthcare needs.

As a Board we are committed to leading an organisation that puts the patient at the centre of all that we do and in which our employees can communicate any concern to us should they feel this is not the case. In so doing we commit to being open, honest, and transparent in the delivery of our services.

We approve appropriate corporate and clinical governance and executive structures and monitor implementation and effectiveness on an annual basis.

To ensure ongoing compliance with all Board governance and legislative responsibilities, we oversee organisation-wide quality improvement and we approve and monitor the implementation of a Framework of Accountability and a Scheme of Delegation.

The Executive Management Team commits to managing the hospital in accordance with its stated purpose and policies and to setting the example in leading and maintaining a culture that ensures delivery of care is safe, patient centred, compassionate, effective and efficient. We are committed to making operational decisions and responding to changes from within and external to our organisation, based on our ability to meet the needs of our patients under compassionate, safe, quality evidence-based and equitable care.

We ensure that the hospital has clear, documented and demonstrably understood communication and reporting processes in place within corporate and clinical governance structures. We create systems to ensure that staff, other organisations and the public are consulted and engaged in decisions and that our patients are continuously informed and involved in decisions to enable them to take responsibility for their own health and safety.

● PROVIDING HIGH QUALITY SAFE PATIENT CARE

The hospital has a Quality Framework for continuous improvement in the delivery of high quality healthcare designed to reflect the hospital's vision, mission and values.

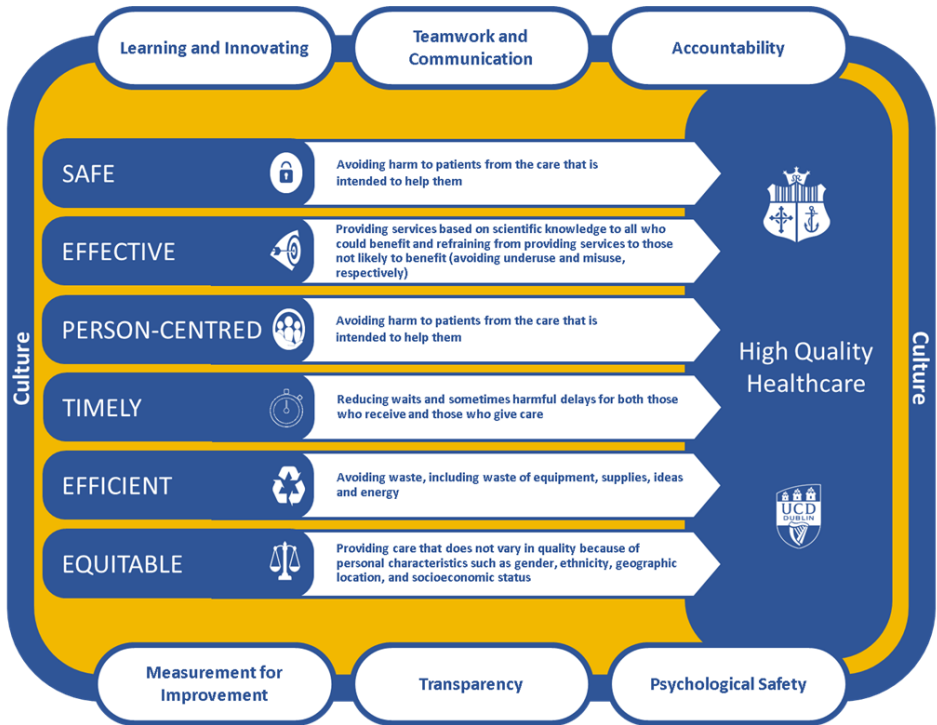
At the forefront, we recognise our need to work in partnership with our patients to provide them with the safest and most effective care they deserve.

We believe they build on our strengths and complement our goal in providing systematic quality, safe care. We seek to build our performance and efficiencies through continuous improvement.

Our goal is to develop systems that enable all staff to understand their role in providing quality care to our patients.

We monitor the quality of care provided through our patient experiences / feedback, incident management, performance measurements, and adherence to best practice recommendations in patient safety and clinical care.

Our quality framework



We have set out key commitments as an organisation for improving the quality of care provided to our patients across the organisation which is guided through the leadership provided at Board level

Listen to our patients

Build improvement capability through developing the knowledge and skills of all staff in quality improvement

Reduce harm

Drive process improvement through the elimination of waste and reduction in variation in hospital processes

● MITIGATING RISKS

All organisations must identify and manage risk as is reasonably practicable. We approach the control of risk in a strategic and organised manner, enabling risks to be reduced to an acceptable level. We commit to having systems and processes in place that are subject to continuous review, in order to minimise risks to patients, staff and visitors.

We commit to employing a proactive, on-going process of hazard and risk identification and assessment, with the objective of improved prevention, control and containment of risk. This will achieve a better quality of care for patients and a safer working environment for staff and the public. We encourage all staff to support the patient safety processes in the hospital by reporting any hazards, incidents or near misses.

● OPEN DISCLOSURE

The hospital is dedicated and committed to providing safe and high quality care to our patients. Despite our best efforts things can sometimes go wrong and when this happens we respect the rights of patients to have full knowledge about what happened. The ethos of Open Disclosure is to ensure that the rights of all patients and staff involved in and/or affected by patient safety incidents are respected and for any information to be communicated in an open, honest timely and compassionate manner. Open Disclosure is a core professional requirement which is anchored in professional ethics.

● INVESTIGATING COMPLAINTS

The hospital has a robust Patient Complaints Procedure outlined in the Patient Complaints Policy. We are committed to examining complaints within a culture of openness, honesty and transparency. This policy is further supported by the hospitals Open Disclosure Policy. The hospital Healthcare Charter is displayed throughout the hospital and advises patients on what they can expect from our services.

● RIGHTS OF PATIENTS

Our relationship with our patients is based on the principles of compassion, trust, openness, honesty, transparency and respect.

We commit to facilitating open communication with our patients. We fully adopt the principles of 'Open Disclosure' following an adverse event and in doing so put the patient at the centre, respecting their situation, feelings and autonomy.

The National Healthcare Charter is displayed around the hospital. It is a statement to our patients that outlines patient's rights and responsibilities for patient centred care. These include;

Access our services are organised to ensure equity of access to public health and social care services.

Dignity and Respect

We treat people with dignity, respect and compassion. We respect diversity of culture, beliefs and values in line with clinical decision making.

Safe and Effective Care

We provide services with competence, skill and care in a safe environment, delivered by trusted professionals.

Communication and Information

We listen carefully and communicate openly and honestly, and provide clear, comprehensive and understandable health information and advice.

Participation

We involve people and their families and carers in shared decision making about their healthcare. We take account of people's preferences and values.

Privacy

We will do our best to ensure that you have adequate personal space and privacy when you use our health services. We maintain strict confidentiality of personal information.

Improving Health Our services promote health, prevent disease and support and empower those with chronic disease to self-manage their condition.

Accountability

We welcome your feedback about how we deliver care and services. Feedback can include offering a compliment, expressing a concern or making a complaint.

The hospital has a dedicated Patient Liaison Service which works with patients, family members/carers and professionals to ensure any issues of dissatisfaction are speedily resolved and any lessons learnt are used in on-going quality improvement. We are committed to examining complaints within a culture of openness, honesty and transparency.

● END-OF-LIFE CARE

Each year almost 800 people die in our care in the Mater Hospital. End-of-life care is an experience that touches the lives of everyone on a personal or professional level. Acute hospitals are busy places with a predominant focus on cure, however caring for people who are dying and fostering hope for those who are seriously ill is also one of our important responsibilities.

The Mater Hospital is striving to ensure that people who die in our care experience a place of sanctuary where they die in comfort and dignity and their families are supported in their bereavement which is a founding principle of our hospital. The hospital is committed to ensuring consistent high quality, person centred end-of-life care for each person regardless of diagnosis or geographical location which is also a core principle of the National Standards for Safer Better Health Care.

We are working in partnership with all staff to achieve this objective, to meet and, where possible, exceed the Quality Standards for End-of-Life Care in Hospitals (2010) and to improve the overall culture of care regarding all aspects of dying, death and bereavement. We continue to assess ourselves against both Standards. By doing so, we aim to put hospice principles into hospital practice.

● INFORMATION GOVERNANCE

We are committed to the development of our Information Technology infrastructure to have systems in place to support greater analysis of information enabling improved understanding and more informed decisions for better patient outcomes. The hospitals strategic plan is to invest in systems that facilitate information flow within hospital enabling more efficient access and analysis.

Confidentiality and Data Protection

The right to the protection of personal data is enshrined in the Charter of Fundamental Rights of the European Union. As healthcare and our society are becoming ever more digitised, Data Protection has become more important than ever. The hospital is committed to implementing the fundamental data protection principles set out in the General Data Protection Regulation (GDPR) and the Data Protection Acts 2018, and ensuring that the personal data of patients' and employees is adequately protected.

Data Protection by design and default requires organisations to embed data protection into the operational processes. The following principles, which lie at the heart of the general data protection regime are incorporated into operational processes

Lawfulness, fairness and transparency

Purpose limitation

Data minimisation

Accuracy

Storage limitation

Integrity and confidentiality

The security of information is an integral part of the day to day operation of the hospital. The protection of patient confidential information applies to oral, written and electronic forms. Hospital computer equipment and systems that are necessary to facilitate the provision of hospital business are adequately protected against any action that could adversely affect the hospital in its delivery of service.

Any third party associates, e.g. Students, vendors, researchers, volunteers etc., must also comply fully with Data Protection law and all other relevant legislation.

Email Etiquette

Under Data Protection legislation the hospital is obliged to ensure our email usage is managed in a way that is adequately secure and protected at all times. Staff must have a personal Mater email account to conduct hospital business i.e. to send and receive emails. Staff provided with a Mater email account must use this as their primary point of contact.

Staff must take responsibly for what and whom they email. Emails must not be used to avoid face to face contact or send confusing or emotional emails. We are committed to emailing with courtesy and respect, mindful of confidentiality issues, forever cognisant, that e-mail messages sent by staff reflect staff and our hospital.

● EMPLOYMENT PRACTICES

MMUH will facilitate and promote a caring and healing environment for patients in which the essential contribution of each member of staff is valued. Like other forward-thinking organisations, our staff is recognised as the biggest asset here at MMUH. It follows, therefore, that their knowledge, skills and abilities must be deployed to the maximum effect in a positive work environment so that the Hospital may sustain value creation and be positioned to meet ever increasing challenges in the delivery of care to our patients.

Our commitments under

Dignity at work We commit to providing a harmonious work environment which is characterised by open and honest communication, fairness, pride, professional ethics, confidentiality and integrity. We strive to ensure that each member of staff is regarded as vital to our service provision, is treated with dignity and respect and his/her contribution is valued. We encourage a positive work environment and will not tolerate disrespectful, intimidating, threatening or harassing behaviour.

Protected disclosures We are committed to promoting a culture of openness, honesty, and accountability so that our staff can report any concerns they may have in relation to their workplace through normal hospital channels. Our Protected Disclosure Policy is intended to encourage and enable workers to raise serious wrongdoing within our workplace rather than overlooking a problem or reporting externally. Under this policy a worker is entitled to report serious wrongdoings or disclose information without fear of penalisation or threat of less favourable treatment, discrimination or disadvantage. Additionally any staff member may externally report serious concerns under the HSE Procedures on Protected Disclosures of Information in the Workplace.

Employee conduct and support We continuously strive to create the most progressive, productive, caring and supportive environment for our patients and staff alike. In joining the team at MMUH all staff members are giving their commitment to contribute fully to quality patient care in accordance with our mission and values. We endeavour to further develop staff support mechanisms and guidance to ensure full adherence to that commitment.

Learning and development We commit to providing relevant education, training and development activities so that staff members at all levels in MMUIH possess and develop the skills, knowledge and experiences to meet organisational requirements and optimise patient care. In so doing we also strive to ensure that they have ample opportunities for professional growth and development.

● PERFORMANCE ACHIEVEMENT

MMUH is committed to ensuring there is a culture of continuous performance planning and improvement with staff which will support individual competence development and accountability, and enhance leadership and performance capability. To this end the hospital subscribes to the National Performance Achievement framework which focuses on clear objective setting, learning and development outcomes to meet the hospital's objectives.

● OCCUPATIONAL HEALTH

We ensure that MMUH Occupational Health & Welfare Services are robust and meet or exceed required standards. To this end we provide a dedicated In-house Occupational Health Service and have engaged a specialist provider to deliver a comprehensive Employee Assistance Programme.

● HEALTH AND SAFETY

We value the health and wellbeing of our staff and patients and foster a culture to promote and protect health and wellbeing.

MMUH promotes and develops a positive health and safety culture across the campus. In daily practice we endeavour to adhere to the required practices and procedures relating to all undertakings, particularly those of a potential hazardous nature and comply with the legal requirements of the Safety, Health & Welfare at Work Act, 2005 and the General Application Regulations 2007 and all other associated legislation.

The Hospital, as an employer under the Act manages and conducts work activities in such a way as to ensure, so far as reasonably practicable the safety health and welfare at work of all staff and provides a

Safe place of work

Safe plant and equipment

Safe systems of work

Safety conscious competent employees

Consultation with staff in relation to matters pertaining to their safety and health

Smoke free environment

Under the legislation employees also have responsibilities to take reasonable care of their own safety health & welfare

Employees must know how safety policies and procedures apply to their specific job responsibilities

Use equipment, protective clothing etc. provided for their safety

Notify supervisors / managers about any safety hazards, broken or unsafe equipment, any workplace injury / incident presenting a danger or injury so that timely corrective action may be taken

● EDUCATION, RESEARCH AND INNOVATION

As a Level 4 teaching hospital we support the Hospital vision to be a leader in innovation of specialist services and healthcare transformation with a strong academic and research agenda.

It is through a focus on healthcare transformation and the hospital mission to provide a skilled healthcare service of the highest standard of excellence, that the Pillar Centre of Transformative Healthcare was launched in November 2018. It is a focal point for the realisation of the Hospital vision and mission of excellence in patient care, by training competent and caring health professionals who are life-long learners and who can respond to the ever-changing needs of the community and the constant evolution of medical science and technology.

Strengthening our relationship with our main academic partners, establishing new relationships both nationally and internationally, enhancing our capacity to provide the best education and research for doctors, nurses and other healthcare professionals. Building partnerships is fundamental to advancing our research and innovation capabilities as we seek to develop technology advancements to improve patient care.

Under our commitment to conduct research responsibly, processes are in place whereby research undertaken by our staff is conducted within legal and ethical standards. All research, regulated and unregulated, must be approved by the Mater Misericordiae University Hospital and Mater Private Hospital Research Ethics Committee, before proceeding. This committee is recognised by the Department of Health & Children to provide opinion under the European Communities Clinical trials on Medicinal Products for Human Use; regulation 2004, Statutory instruments S.I. No.190 of 2004. The Committee determine if the hospital is in a position to facilitate a clinical trial from an ethos, financial and resources capacity following favourable opinion being issued by the research ethics committee.

We endeavour to translate research and innovation into clinical practice through contemporary training and education programmes, while upholding the core values of the Mater Hospital.

● BUSINESS PRACTICE AND FINANCIAL RECORDS

Financial Reporting and Records

We maintain a high standard of accuracy, completeness and transparency in the documentation and reporting of all financial records. These records serve as a basis for managing our business and are important in meeting our obligations to patients, employees, suppliers, our funders, our owners and others. These records also are necessary for compliance with tax, laws and regulations, financial reporting requirements and HSE requirements. All financial information must fairly represent actual business transactions and be in accordance with accounting standards generally accepted in Ireland and comply with Irish statute comprising the Companies Acts, 1963 to 2013. All company records are subject to internal audit, annual external audit in

compliance with the Companies Acts and the Controller & Auditor General retains the authority to audit the financial records.

Internal Controls

MMUH maintains a system of internal controls designed to provide reasonable assurances against material misstatement or loss i.e. that assets are safeguarded, transactions are authorised and properly recorded and that material errors or irregularities are either prevented or would be detected in a timely manner. We are also responsible for safeguarding the assets of MMUH and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Each member of the management team monitors commitments and expenditure by persons under his or her authority to ensure that any expenditure is made for valid business purposes. All monies expended by the hospital are dedicated towards patient care and achieve value for money. Anyone with knowledge of inaccurate or false financial records must promptly report them to his or her supervisor, or the Director of Finance.

Accurate Billing and Coding of Services

MMUH takes great care to assure that all billing to the government, private health insurers, patients and others are timely and accurate and conform to relevant legislation and regulations. Claims to private health insurers of our insured patients include accurate claim document as set out in their requirements. We monitor and verify that claims are submitted accurately and appropriately.

MMUH is committed to accurate and timely coding of patient charts. The coder adheres to Australian Coding Standards in conjunction with Irish Coding Standards to reflect an accurate health episode of care. The Clinical Coder also follows The 5 Steps to Coding Quality, set by the Healthcare Pricing Office, HSE.

Retention and disposal of documents and records

Financial and business documents and records are retained or destroyed in accordance with the law and our corporate record retention policy.

● CONFLICTS OF INTEREST

The term ‘conflict of interest’ refers to situations in which financial or other personal considerations may compromise or have the appearance of compromising, an individual’s ability to make objective decisions in the course of their job responsibilities within MMUH.

In our work, we have a duty to put the interest of MMUH before our own. Employees are required to disclose all possible conflicts of interest involving themselves or their immediate family members (spouse, parents, brothers, sisters and children) by completing the Ethics in Public Office form on an annual basis. If you believe a conflict of interest exists or if you have any question about whether an outside activity might constitute a conflict of interest you should contact our Finance Department.

● BUSINESS RELATIONSHIPS

To our suppliers

Budget holders have authority to utilise their budget allocation subject to compliance with the policies, procedures, rules and controls laid-down in the hospitals’ Procurement Policy. The hospitals Procurement Department will work with them to ensure that robust contracts and supplier arrangements are in place to meet their requirements.

We are committed to fair competition among prospective suppliers and to acting in an ethical manner in our business relationships. We will work with relevant government agencies such as the OGP and HSE to ensure that roles, responsibilities and procedures for collaborative procurements are consistent, unambiguous and documented .We will develop additional policies, procedures and templates that support best-practice procurement and the national procurement model.

We promote competitive procurement to the maximum extent practicable. We always employ the highest ethical standards in business practices in source selection, negotiation, determination of contract awards and the administration of all purchasing activities. We comply with contractual

obligations not to disclose vendor confidential information unless permitted under the contract or otherwise authorised by the vendor or required by law.

In addition, we encourage our suppliers to adopt their own set of comparable ethical principles consistent with their industry's best practice. We manage our supplier relationships in a fair and reasonable manner.

To our funders

We demonstrate our commitment to provide quality healthcare and to fulfil our contractual obligations. This reflects our shared concerns for quality health care while pursuing efficiency and cost effectiveness.

This Code is subject to change and may be updated periodically to respond to changing conditions and to reflect changes in the law and regulatory bodies. As a member of the MMUH staff, you must follow and support the behaviours outlined in this Code.



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