



POLICY: Code of Conduct
(Adopted from UCSF Policy 2002)

Purpose: The UCSF Fresno Medical Education Program's (MEP) Code of Conduct articulates the values and ethical practices collectively prized by the UCSF Fresno MEP community. It expresses UCSF Fresno's commitment to teaching, patient care; research and business operations based on the highest ethical principles. In addition, it declares the expectation that all members of the campus community will exercise integrity and highly ethical conduct when making their contribution to the organization.

There are several UCSF Fresno compliance programs in various stages of development that supplement this Code of Conduct. There are also many UCSF Fresno policies and applicable federal and state laws and regulations to which we must also adhere. Please refer directly to these individual policies, laws, and compliance programs for more information.

UCSF Fresno Graduate Medical Education Program Mission Statement

As a graduate medical education program, UCSF Fresno is dedicated to alleviating the suffering of human disease, through research, teaching, and patient care. The Mission of UCSF Fresno is to attract the nation's most promising residents to educate for future careers in the health sciences and health care professions, with continuing emphasis on open access and diversity; to bring our patients the best in health care service, from primary care to the most advanced technologies available; to encourage and support research and scholarly activities to improve our basic understanding of the mechanisms of disease and the social interactions related to human health; to develop more effective preventions and therapies for disease; and to serve the community at large through educational and service programs that take advantage of the knowledge and skills of UCSF Fresno faculty, staff and students.

UCSF FRESNO CODE OF ETHICS

The citizens of California entrust the UCSF Fresno Medical Education Program with the responsibility for providing high-quality teaching, health care and research, and for assuring the highest standards of ethical conduct and integrity are practiced in meeting these responsibilities. The personal and professional conduct of each member of the UCSF Fresno community are expected to engage in the following:

- o Trustworthy conduct - including honesty in communications and actions, reliability and loyalty.
- o Respectful behavior - treating everyone with civility, courtesy, decency, tolerance and acceptance, and recognizing the worth, dignity and unique characteristics of all people.
- o Accountability - taking personal responsibility for your actions and decisions.
- o Fair and just actions - utilizing impartial and equitable processes in decision making.
- o Compassion - caring for others, both within and apart from the UCSF Fresno community, while providing the highest quality service to patients and humanity.
- o Good citizenship - striving to make the UCSF Fresno community function well now and in the future, including a focus on preserving the environment and conserving resources.
- o Responsible management – including prudent use of University resources in a fiscally responsible manner.

Standards of Conduct

All members of the UCSF Fresno MEP community shall:

Adhere to all applicable standards of professional practice and professional codes of ethics in carrying out the business of the enterprise, such as clinical, teaching, research and business activities.

Employ good judgment and display ethical behavior in decision making, never inducing or compelling others to take part in unethical, improper or illegal conduct.

Follow the rules, adhering to all UCSF Fresno policies and procedures, regulatory agency requirements, federal and state laws, and professional standards. This includes policies such as the UCSF Fresno's Policy on Sexual Harassment and the University of California Policy on Substance Abuse, and the Sexual Violence Policy. These policies and others can be found at: <http://www.ucsfhr.ucsf.edu/policies/index.html>.

The Clinical Compliance Program (<http://www.som.ucsf.edu/som/admin/compliance/manual/index.htm>) provides guidance and clarification of roles and responsibilities at all UCSF and UCSF Fresno faculty, staff, students, and house staff participating in the delivery of health care.

Protect and respect privacy, treating all proprietary and patient information in a confidential manner.

Protect the welfare and autonomy of all human subjects of research. Follow established federal and University guidelines in the proper care and humane treatment of animals used in research and instruction.

Exercise fiscal accountability and appropriate controls when conducting business on behalf of UCSF Fresno.

Help to manage natural resources carefully, supporting water and energy conservation efforts, UCSF Fresno recycling programs and other campus environmental preservation efforts.

Avoid conflicts of interest, ensuring that in one's capacity as a UCSF Fresno employee outside interests, affiliations, or activities do not influence, or appear to influence, decision making, impact patient care, affect job performance, or result in personal financial gain associated with one's employment with UCSF Fresno.

Utilize equitable and non-discriminatory management practices when hiring, managing, or disciplining staff, students, residents or faculty.

Protect and promote employee safety, reporting hazards when observed.

Maintain accurate and timely documentation according to UCSF Fresno and affiliate institution's record management and retention policies. Protect UCSF Fresno assets, ensuring UCSF Fresno property and resources are used to conduct UCSF Fresno business only.

Work cooperatively, giving appropriate credit to the contributions of others.

Respect copyrights, patents and licenses of other organizations and entities.

Noncompliance with the Code of Conduct

This document is not intended to supplant, amend or modify existing University policies and collective bargaining agreements. The personnel policies and labor contracts that govern discipline will apply and be used to address noncompliance with this Code of Conduct

Addressing Issues and Concerns

Employees are encouraged to first discuss questions or concerns with their immediate supervisor. If this is not practical or issues or conflicts arise that cannot be resolved between the individual and the immediate supervisor, the individual should raise the concerns through the department administrative or academic hierarchy. This may include the next level of manager, the department head, then the office of the Assistant Dean. Faculty with concerns or questions should discuss them with the department Chair. Management Service Officers (MSOs) and department Chairs encountering ethical conflicts involving any UCSF Fresno employee are expected to work through the Associate Dean.

Resident and students with questions or concerns should speak with their faculty advisor, contact the Office of Undergraduate Medical Education, or contact the Office of Medical Education at UCSF Fresno.

Whistleblower Policy

Under University policy individuals may also use the University of California Whistleblower Policy if they have a good faith belief an activity occurred or is continuing to occur that is not in compliance with the federal or state law or University policy. Such individuals are protected from retaliation for making such a "protected disclosure." A "protected disclosure" may be made to the campus Whistleblower Coordinator, Clinical Compliance Officer, or any campus administrator, director, manager or supervisor. Managers are expected to report any such allegations to the Whistleblower Coordinator. Further details on this policy may be found on the main campus web site at <http://ucsfhr.ucsf.edu/guide/whstldft.html>.

- o Whistleblower Complaints, call Whistleblower Coordinator: 877-256-9372

Faculty Misconduct

Academic Personnel Manual (APM) Section 015 – The Faculty Code of Conduct establishes standards of professional conduct and includes listing of faculty responsibilities, ethical principles and types of unacceptable behavior. Faculty Misconduct occurs when there is a violation of the Faculty Code of Conduct as defined in the APM 015 Part II – Professional Responsibilities, Ethical Principles, and Unacceptable Faculty Conduct. Concerns about possible faculty misconduct should be reported to the responsible Associate Dean.

Scientific Misconduct

The University adheres to the DHHS definition of Scientific Misconduct as follows: "Misconduct or Misconduct in Science means fabrication, falsification, plagiarism, or other practices that seriously deviate from those that are commonly accepted within the scientific community for proposing conducting, or reporting research. It does not include honest error or honest differences in interpretations or judgments of data." Concerns about possible scientific misconduct should be reported to the Associate Dean.

Additional resources for discussing concerns are listed in the following sections. There are many ways to fulfill your responsibility to report known or suspected illegal, or unethical or non-compliant activities. You are encouraged to report to your supervisor and your department chain of command first. However, you may use any of the resources that follow if you are uncomfortable talking to your supervisor.

Medicare/Medi-Cal Billing

Clinical Compliance Program (415) 502-2700

Misuse of UCSF Fresno Resources

Director of Administration and Finance (559) 243-3601

Management Responsibilities

No UCSF Fresno Chair, manager, or supervisor shall require or expect an individual to do anything that is in conflict with the law or University of California policy. The following description of the responsibilities of the various management functions may be helpful in determining where to report concerns.

Associate Deans, Assistant Deans, Department Heads, and Administrative Officers are charged with implementing established policies and procedures so that UCSF Fresno is well managed, is in compliance with applicable laws and regulations, is in sound financial condition, is consistent in its administration of policies, is administered fairly and rationally, and reflects appropriately the diversity of the population and the workforce.

Department Chairs, and Clinical Chiefs may assign duties to MSOs to assist them in carrying out their administrative and financial responsibilities. The MSOs serve as chief business and financial officers for their departments and are expected to provide financial advice and assistance to their Chairs in fulfilling their management responsibilities. Department MSOs/managers have dotted line reporting relationships

to the Associate Dean's Office. The Associate Dean has general oversight responsibilities to ensure that departments fulfill their financial and legal responsibilities. Principal investigators are accountable for managing their research unit finances, research activities, and operation according to University policies and procedures, granting agency guidelines, and applicable federal and state laws and regulations.

Health care providers and other University personnel involved in the coding, billing, documentation, and accounting for patient care services for the purpose of billing governmental, private, or individual payers are responsible complying with all applicable state and federal regulations and UCSF Fresno-specific policies and procedures as well as major participating facility policies and procedures.

UCSF main campus departments (such as Academic Affairs, Accounting, Audit Services, Human Resources, Contracts and Grants, Information Technology Services, and Facilities Management) provide a variety of services to assist departments. Those services include providing assistance in interpreting policy and legal requirements, formal and informal training, and compliance monitoring.

Additional Resources and Access to “Campus Code of Conduct 2002”

The Campus Code of Conduct 2002 booklet in pdf format can be accessed at the following website:

<http://ucsfhr.ucsf.edu/files/finalcc.pdf>

Additional campus resources are outlined on pages 13-32 of the booklet.

(Original signed Policy is available in the UCSF Fresno Office of Medical Education)

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