



With incidents of violence and disrespect toward healthcare workers continuing to rise, MHA members have come together in their response to continue to foster safe, respectful workplaces for staff and healing environments for patients.

The MHA Board of Trustees approved a **united set of common principles that MHA member organizations are asked to adopt as part of their Patient and Visitor Code of Conduct**. Organizations may alter the language and include additional items as appropriate for their individual organizations, but agree to uphold the principles below as a united, baseline standard.

Promotion of a Safe and Respectful Environment

- I. Healthcare organizations are committed to uphold a Code of Conduct to maintain a safe, inclusive, equitable, and respectful environment for patients, staff, and visitors.
- II. Healthcare organizations commit to the creation of policies and practices that promote the protection of staff, patients, and visitors.
- III. A safe environment promotes patient, visitor, and staff safety.
- IV. Offensive, abusive, or discriminatory language or behavior undermines the safety of patients and staff.

Code of Conduct Violations Could Include, but Are Not Limited to:

- I. Disrespectful, aggressive, abusive, or violent behaviors or actions towards staff, patients, and visitors.
- II. Threatening, discriminatory, bullying, disrespectful, or offensive language towards staff, patients, and visitors.
- III. Possession of weapons or firearms.
- IV. Disruption of other patients' care or experience.
- V. Taking photos or videos of patients, visitors, and/or staff without permission.

Potential Consequences

All violations will be addressed by hospital staff per the organization's policies and procedures.

- I. Patients violating the code of conduct may be asked to continue their care plan elsewhere and their future ability to obtain non-emergent care at the facility may require further review.
- II. Anyone found violating the code of conduct may be asked to leave and future visits may be restricted.
- III. The hospital may report violations of personal conduct to appropriate authorities.

Maintenance of Code of Conduct

- I. Alert members of your care team if you witness or are a victim of behaviors or actions that violate the Code of Conduct.
- II. Retaliation for reporting a violation is prohibited.
- III. Staff will report all observed or experienced violations of the Code of Conduct to the appropriate individual or offices per the organization's violence prevention policy.