



**Massachusetts Society for
Healthcare Risk Management**

Code of Professional Ethics and Conduct

PREAMBLE

The Massachusetts Society for Healthcare Risk Management (MSHRM) issues this Code of Professional Ethics and Conduct to assist its members in determining ethically appropriate professional conduct and to recognize conduct which does not meet this standard.

MSHRM membership represent diverse professional disciplines, but all members share the responsibility to serve public trust in the healthcare system by striving to increase patient safety. The healthcare risk management professional must work to safeguard and foster the rights, interests and prerogatives of patients and others served. The healthcare risk management professional must maintain standards of professional conduct that will serve to withstand the scrutiny of all constituencies served.

THE RESPONSIBILITY OF THE PROFESSIONAL

- Practice the profession with honesty, integrity, respect and good faith.
- Avoid conduct which would result in harm to others.
- Identify, acknowledge and disclose potential conflicts of interest.
- Comply with all federal, state and local laws, regulations and accrediting standards that impact the delivery of healthcare.
- Lead the profession and those you represent in a manner that earns the trust, confidence and respect of patients, healthcare professionals and the public.
- Maintain and continually improve professional skills, knowledge and competence.
- Advance professional standards by supporting risk management research for the evolution of best practices.
- Maintain and respect professional confidences.
- Uphold the mission of the Massachusetts Society for Healthcare Risk Management.
- Uphold the integrity of this Code of Professional Ethics and Conduct by abiding by all rules prescribed by this Code and by MSHRM's bylaws.

THE RESPONSIBILITY TO THOSE WE SERVE

The fundamental responsibility of the healthcare risk management professional is to strive to maintain and protect the safety and well being of patients within their own healthcare delivery system, by:

- respecting the dignity of all individuals by practicing the profession in a non-discriminatory manner;
- promoting an environment that supports a non-punitive approach to systems improvement;
- investigating unanticipated treatment outcomes with due diligence;
- taking steps to reduce the likelihood of injury to other patients based upon investigation results, and/or knowledge gained through research and/or other professional activities and experience;
- disclosing information regarding unanticipated outcomes honestly and objectively to patients and to others, when appropriate;
- advising employing organizations, colleagues and others within the healthcare delivery system when existing policies, procedures, behaviors and/or conditions are inconsistent with this Code;
- advocating on behalf of patients' rights;
- enhancing fair and honest communication among healthcare professionals, patients and others with whom we have professional interactions with;
- respecting that patients and their families are equal partners within the healthcare delivery process;
- disclosing confidential information regarding patient care only when appropriately authorized and/or when applicable law requires such disclosure.

CONFLICT OF INTEREST

A conflict of interest exists when the healthcare risk management professional is called upon to serve competing interests. Some conflicts of interest, such as transactions and/or dealings with former employers and/or past business associates, may be acceptable as long as disclosure is made to all involved parties. Other conflicts, such as business transactions, which would benefit the healthcare risk management professional and/or his/her family members at the expense of others, are unacceptable even if disclosure to all involved parties is made. The healthcare risk management professional must avoid conflicts of interest by:

- Exercising good faith in all transactions.
- Avoiding any interests, investments or activities which conflict or appear to conflict with the interests of the employer or client.
- Making full disclosure to all parties involved of all facts of any transaction involving a potential conflict of interest.
- Avoiding acceptance of gifts or other considerations which might influence the healthcare risk management professional's judgment.