



In partnership with the
Government of Japan



Module 1 Summary

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ETHICAL PRINCIPLE: 1 – RESPECTING LAWS AND REGULATIONS

THE WHY, THE HOW AND YOUR DUTY

KEY LEARNINGS, CRITICAL DUTIES AND OBLIGATIONS

YOUR DUTIES AND OBLIGATIONS



SCENARIO

THE LICENSED BED DILEMMA

A large legacy hospital serving the international community fails to follow the processes to secure approval for additional beds and services



1. Ensure that you are aware of the laws, regulations and policies applicable to your area of responsibility.
2. Implement policies to deal with every regulatory aspect.
3. Raise areas of deficiency with direct manager so that gaps in policies and procedures can be closed.
4. If seeking accreditation, adapt existing policies to meet the requirements of the accreditation process.
5. In the same vein as (4) above, if your organization is inspected by a regulatory body, report any deficiencies to your management team and it will be incumbent on the broader team to update the policies and procedures to ensure compliance.
6. As a manager within your organization, communicate and explain the relevant policies and procedures to all staff and ensure that compliance is achieved.
7. As a manager within your organization, implement meeting structures and follow-up mechanisms to ensure that compliance is maintained.



NOTES FOR MANAGERS

Following good practice is non-negotiable!



LEGAL CASE

KIDNEYS FOR SALE

A South African hospital group colludes with an Israeli broker for the facilitating of illegal kidney transplants



1. Understand the healthcare policies that affect and apply to the organisation
2. Understand the broader goals of the health care system in your area, region and country – wherever the organisation operates.
3. Engage regularly with all policymakers and decision-making stakeholders so as to foster partnerships.
4. Seek regular advice from key stakeholders and develop feedback mechanisms to support the broader health goals of your environment.
5. Support senior staff to initiate, promote, facilitate and monitor effective and sustainable partnerships between the organisation and its community partners.
6. Develop a stakeholder engagement policy! This policy would specify what each party could expect and what the reporting lines for monitoring and evaluation of services would be.
7. Familiarise staff with health policy – particularly insofar as this affects their areas of responsibility.
8. Actively promote and develop health systems strengthening measures.
9. Conduct regular briefings, interview the community and institute action plans to deal with deficiencies.
10. Create regular opportunities to support local community health initiatives!
11. Refrain from recruiting from other health care providers in your community.
12. Follow up on the action plans created to deal with challenges and deficiencies and add complex and intricate concerns to the risk register.
13. Escalate areas of significant risk to the Board Risk Committee.
14. Where relationships with policymakers become strained, take proactive action to bridge the gaps and strengthen the relationships.



NOTES FOR SENIOR EXECUTIVES AND BOARD MEMBERS

Feigning ignorance is not a valid defence!

