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Government of Japan*



Module 9 Summary

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ETHICAL PRINCIPLE 9 – PROTECTING & EMPOWERING STAFF

THE WHY, THE HOW AND YOUR DUTY



SCENARIO

ABUSIVE STAFF

The effect of a web of inappropriate relationships, and inconsistent and unbecoming conduct on staff



KEY LEARNINGS, CRITICAL DUTIES AND OBLIGATIONS

1. Establish clear guidelines for the recruitment of staff both internally and externally.
2. Consider the formulation of incentives, and consciously cultivate a collaborative workplace culture to foster staff retention.
3. Outline provisions for sick leave, annual leave, study leave, and other leave provided for by your organisational or regulatory framework.
4. Implement WHO Global Code of Practice on the International Recruitment of Health Personnel.
5. Establish a supportive working and living environment, and opportunities for professional growth, so that health workers are less likely to leave the country for other jobs.
6. Ensure staff numbers and qualifications meet the needs of patients.
7. Ensure that staff knowledge and skills are consistent with the requirements of their positions.
8. Orient new staff to the organisation, department, and job responsibilities.
9. Provide staff with the knowledge, qualifications, skills, and experience required to meet patient and customer needs, as well as the standards of their professional bodies.
10. Support continuing professional development to keep staff current on the latest changes in their professional areas, as well as in general health care practice.
11. Abide by all laws and regulations regarding occupational safety.
12. Actively promote a safe working environment and a culture of zero harm.
13. Inform staff about processes for performance management, and what constitutes a disciplinary matter.
14. Implement dispute resolution and grievance procedures, and abide by any legal decisions and rulings.
15. Establish guidelines for substantive and procedural fairness in your approach to workplace discipline.
16. Protect whistle-blowers.

YOUR DUTIES AND OBLIGATIONS



NOTES FOR MANAGERS

Following good practice is non-negotiable!



LEGAL CASE

WORKPLACE VIOLENCE

What happens when an organisation fails to protect its staff



1. Implement and maintain legal processes and governance at board level, and review the same regularly.
2. Monitor the reports on the Fraud and Ethics Reporting Lines.
3. Ensure that all human resource management practices are monitored, reviewed, and reported on by senior management and subscribe to the highest standards and employee protection mechanisms.
4. Monitor implementation of formal policies and procedures within the organisation to support best practice per the International Labour Organisation Conventions, with due regard for in-country laws and regulations.
5. Protect mechanisms that promote freedom of association, particularly to belong to organised labour.
6. Implement zero tolerance policies regarding violence of any kind.



NOTES FOR SENIOR EXECUTIVES AND BOARD MEMBERS

Feigning ignorance is not a valid defence!

