



**epihc**

ETHICAL PRINCIPLES  
IN HEALTH CARE™

*In partnership with the  
**Government of Japan***



## Module 4 Summary

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## ETHICAL PRINCIPLE 4 – CONDUCTING BUSINESS MATTERS RESPONSIBLY

### THE WHY, THE HOW AND YOUR DUTY



#### SCENARIO

Children's hospital board fails to conduct business matters responsibly



### KEY LEARNINGS, CRITICAL DUTIES AND OBLIGATIONS

1. Be vigilant for interactions which promote the abuse of privileged information.
2. A segment of the organization that is particularly vulnerable to corruption is that of the supply chain. As significant consumers of products both medical and non-medical, the segregation of duties is essential.
3. Ensure that your human resource department conducts induction sessions for all new employees, and workshops regularly the content of all human resource policies, with existing employees.
4. In all departments where payments take place, regular audits of payment processes as well as financial documentation is essential.



#### NOTES FOR MANAGERS

Following good practice is non-negotiable!



#### LEGAL CASE

THE ABUSE OF MENTAL HEALTH PATIENTS

Public facility shows a total disregard of the rights of patients and families, including human dignity; life; freedom and security of person; privacy, protection from an environment that is not harmful to their health or well-being, access to quality health care services, sufficient food and water and administrative action that is lawful, reasonable and procedurally fair.



1. Implement and maintain good governance at Board level and review same regularly.
2. Establish an independent Fraud and Ethics Reporting Line.
3. Implement and monitor formal policies and procedures to support best practice.
4. Ensure that services provided are represented accurately and honestly.
5. Share appropriately – data on the effectiveness of services offered as well as the cost effectiveness of these services.
6. Ensure that business transactions with vendors, contractors, and other third parties are conducted appropriately without offers, solicitations, or acceptance of inappropriate gifts, favours or other inducements.
7. Ensure that all purchases of services and supplies are from qualified and reliable sources and are based on objective factors, consistent with the organization's policies and procedures.
8. Act honestly and responsibly, avoiding non-arm's length transactions or conflicts of interest whenever possible, and dealing with any actual or perceived conflicts of interest with transparency and sensitivity.
9. Establish policies around the acceptance of gifts, entertainment, and participation in professional meetings.
10. Implement policies and procedures to deal sensitively and humanely with patients who do not have sufficient funds for treatment.
11. Board members and employees using their positions to profit personally, or assisting others in profiting in any way should be removed to obviate any conflict of interest.



#### NOTES FOR SENIOR EXECUTIVES AND BOARD MEMBERS

Feigning ignorance is not a valid defence!

