



WEST
CANCER CENTER
& RESEARCH INSTITUTE

Module 1- Code of Conduct

Welcome to the overview of West Cancer Center's Code of Conduct.

This foundational guideline defines how all members of our organization operate with integrity, professionalism, and accountability.

Reminder of Our Mission and Values

Mission: To provide clinical and research excellence throughout the cancer journey, while respecting the quality of life – physically, emotionally, and spiritually.

Vision: To be the first choice for cancer treatment within the Mid-South and a national model for our comprehensive approach.

Our Core Values

Respect – This is our promise. We value the connections we have and are accountable to one another.

Integrity – This is our foundation: good judgment, expertise, and positive relationships. Always doing the right thing.

Service – This is our purpose, and we humbly serve our patients, colleagues, and community.

Excellence – This is our expectation in the delivery of care, in cancer research, and all that we do.



Effective Training Requirements

Why are annual trainings needed?

Ensuring that all team members are knowledgeable about compliance standards is critical to maintaining ethical and legal business practices.

Our training programs comprehensively cover the concepts, responsibilities, and outcomes related to adherence to the Code of Conduct, HIPAA privacy laws, and industry regulations.

These mandatory trainings educate employees on real-world applications, promoting an understanding that goes beyond theoretical aspects.

Code of Conduct

The overall Compliance training is a fundamental element of maintaining ethical and lawful practices at our organization. It ensures adherence to regulatory guidelines and fosters a culture of accountability.

The purpose of the Code of Conduct is to provide clear expectations and guidance regarding lawful and ethical conduct.

It is vital to recognize that this code supplements detailed policies and procedures already in place. Individuals are encouraged to consult these materials for clarity and to ask questions whenever uncertainty arises about proper application or compliance.

Code of Conduct Summary

The Code of Conduct is designed to deter wrongdoing and to promote:

- Compliance with applicable laws, rules, and regulations, including federal health care program requirements, as well as with West Cancer Center policies and procedures.
- Honest and ethical conduct, including the ethical handling of actual or apparent conflicts of interest between personal and professional relationships.
- Prompt internal reporting of violations of the Code of Conduct, West Cancer Center policies and procedures, or any federal health care program requirements.
- The right of all individuals to report suspected violations to West Cancer Center without fear of retaliation.
- Full, fair, accurate, timely, and understandable disclosure in reports and documents with internal and external stakeholders, government agencies, and other public communications.
- Accountability for adherence to the Code of Conduct.



Applicability of the Code

The Code of Conduct applies to all individuals associated with the organization in various capacities.

These individuals are known as covered individuals.

By adhering to this Code, we ensure aligned principles and a shared commitment to ethical behavior.

Applicability of the Code

The Code of Conduct outlines our standards and expectations for anyone who conducts business on our behalf and applies to all West Cancer Center covered persons.

Covered persons include:

- West Cancer Center employees and employees of affiliated practices.
- Affiliated, subsidiary, contracted, or related party companies, independent contractors, subcontractors, workforce members (Often referred to as Business Partners) and students.
- Health Plans – Health insurance plans, HMOs, PPOs, Medicare, Medicaid, etc.
- Clearinghouses – Individuals or entities who bill or handle health information on behalf of or for providers and health plans.
- Agents, or other persons who furnish patient care items/services or coding functions/services on behalf of West Cancer Center, or any affiliated, subsidiary, contracted, or related party company.

Commitment to Patient Care

Delivering exceptional patient care is at the heart of our commitment and Code of Conduct.

We ensure equality, dignity, and top-notch medical support for all without discrimination and actively work to provide safe and responsive environments.

- Strive for excellence in all patient care responsibilities performed.
- Provide complete, accurate information to empower patients.
- Continuously evaluate care standards to align with the best practices.

Quality and Safety Standards



Commitment to Safety

West Cancer Center prioritizes creating a safe environment for patients, staff, and visitors. This includes adhering to all relevant laws and regulations and implementing safety measures to mitigate risks. Employees are encouraged to actively participate in maintaining this safe environment.



Handling Adverse Events

To ensure continuous improvement in patient care, adverse events and safety concerns are recorded, reviewed, and resolved promptly. This approach fosters accountability and allows our facility to implement preventive measures effectively.



Continuous Training

Employee training is regularly updated to align with the latest developments in healthcare safety and operational efficiency. Programs are designed to empower staff with the knowledge to meet obligations effectively, ensuring ongoing compliance and high standards.

Managerial and Supervisory Responsibilities

Leading by Example

Managers should exemplify ethical conduct in daily dealings, ensuring teams internalize compliance policies and organizational values effectively.

Supporting Ethical Behavior

By actively fostering an environment that encourages transparency and accountability, managerial staff promote adherence to the Code of Conduct and laws relevant to our operations.

Encouraging Open Communication

Establishing and maintaining open communication channels with staff is key, enabling team members to voice concerns without fear of retaliation for reporting violations.

Compliance Hotline Use

Employees are encouraged to utilize the Compliance Hotline whenever they observe unethical actions or behavioral discrepancies within the workplace.

This resource supports a culture of accountability and transparency while complying with regulatory standards.

All reports are protected from retaliation, reinforcing the importance of integrity and trust within our organizational practices.



Consulting the Right Resources

Compliance Department

The Compliance Department addresses issues revolving around compliance program violations, proper coding and documentation practices, and adherence to policies. They also provide guidance on how to report suspected violations anonymously or directly.

Human Resources

For situations involving employee treatment, workplace conduct, or harassment, Human Resources provides a neutral and supportive environment to discuss concerns. They can assist in navigating conflict resolution while maintaining confidentiality.

Additional Consultation Options

Other resources include supervisors, managers, and department-specific support units that aim to provide immediate and relevant assistance.

Acknowledgment and Certification

Acknowledgment and certification signify your understanding and agreement to comply with the organization's Code of Conduct.

New employees completing the onboarding process will sign the acknowledgment during New Hire Orientation.

Students, Contractors, and other Business Associates will be emailed the acknowledgement and must return to their preceptor, leader or appropriate West Cancer Center contact prior to their start date.

This concludes Module 1 – Code of Conduct
Thank you!