

Code of Conduct



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Purpose and objectives

Karolinska University Hospital strives to be a workplace where all employees are proud to work and are content in their job. Achieving this requires shared and universally respected rules of conduct.

This policy aims to convey the values and code of conduct that Karolinska University Hospital stands for, and which Karolinska University Hospital expects you as an employee to adhere to within the context of your employment.

Karolinska University Hospital's values

Karolinska University Hospital's operations shall at all levels be characterised by our key values – responsibility, compassion and a holistic approach. In order to make this possible, all employees are expected to act based on these values. The idea is that our common values should function as a compass and a tool within our daily work and help us to achieve our goals at the hospital.

These values are not about what our employees should think, but rather what we as employees at Karolinska University Hospital need as a starting point on which to base our actions in order to achieve our vision: *Patient first – together we can provide the best care.*

Responsibility is about us as individuals and the personal responsibility that we all assume. **Compassion** is about how we treat each other in interpersonal encounters, while a **holistic approach** helps us to gain a better understanding of the bigger picture. Furthermore, the following includes a clarification of the obligations you have as an employee at Karolinska University Hospital – towards patients, colleagues and towards Karolinska University Hospital as your employer.

Our responsibility in dealing with patients and close relatives

✓ We provide our services ethically

When we work with patients, we do so by making sure to fully utilise our competence, expertise, quality and availability. We are transparent and factual in our information and we never conduct any inappropriate activity. We always focus on what is best for the patient and our duty to maintain patient confidentiality.

✓ We focus on high quality, good service and availability

Karolinska University Hospital endeavours to ensure that the quality of our work meets or surpasses the patient's expectations. We strive to provide good service to patients and close relatives and, whenever possible, to be readily available for help and consultation. We encourage feedback on and scrutiny of the quality of our work, from patients and relatives as well as from external actors such as the media.

✓ We cooperate across boundaries

We work together across organisational and professional boundaries in order to provide the best possible care. We appreciate each other's contributions and ask for help when we need it. Without cooperation, we are ultimately putting the patient at risk. It should therefore always feel natural to consult as well as assist co-workers. We also utilise cooperation across boundaries to promote research and education. We learn from one another.



✓ We protect our patients' personal information

We safeguard the patient's privacy and we conduct all activity in a manner that protects the information we obtain concerning patients and close relatives. Patients should feel secure knowing that we treat all types of information concerning patients with great care and consideration and, of course, in a manner that complies with the strict statutory confidentiality that protects the patients.

Our duties to each other

✓ We do not discriminate

We respect and value the differences in our various backgrounds, ideas and experiences. We all contribute to and help maintain an inclusive working environment that promotes respect for each other and our patients. Therefore, we never discriminate in any way against any employee or anyone who applies for a position at Karolinska University Hospital.

✓ We have zero tolerance towards harassment and victimisation

Karolinska University Hospital does not tolerate harassment. This type of behaviour can take many forms – including verbal remarks, physical advances and bullying – and can originate from either patients or co-workers. Even if the legal definition of harassment varies depending on place and cultural norms, Karolinska University Hospital has zero tolerance towards all types of harassment.

Sexual harassment may include unwanted advances, inappropriate sexual jokes, proposals of a sexual nature, touching, requests for sexual services and inappropriate comments regarding someone else's appearance. Other forms of harassment can include offensive comments, disrespectful use of language, jokes and images related to ethnicity, religion, age or other grounds for discrimination. It may also take the form of direct or indirect bullying or abuse of a management position. We are committed to not allowing harassment to occur in our work environment.

We work to ensure a safe and healthy workplace



✓ Safe workplace

Karolinska University Hospital is committed to ensuring a secure and safe working environment for all employees. A safe working environment is one that is free from all forms of violence and physical assault, including verbal or physical threats, intimidation or abuse. Employees who witness any of the above are obliged to report the matter.



✓ Work environment

We take responsibility as a group and as individuals for preventing situations that jeopardise our health and our well-being. Employees that feel bad for physical or psychological reasons are to be supported and encouraged to seek help and support. Any employee who observes that a colleague is not feeling good, for example due to stress, insomnia, depression, eating disorders, etc., is advised to contact their immediate supervisor, or the supervisor of the person concerned.

Alcohol/drugs and work do not go together. Using or being under the influence of alcohol or drugs is not permitted in conjunction with work or within our care environments. If you suspect that a co-worker is under the influence of alcohol or drugs, contact your immediate supervisor immediately.

Our duties to Karolinska University Hospital

✓ The employee's loyalty obligation to Karolinska University Hospital

As an employee of Karolinska University Hospital, you are expected to be loyal to your employer. However, it is important to emphasise the freedom of speech and the freedom to disclose information that you have as a public sector employee. Freedom of speech and the freedom to disclose information guarantee all employees the legal right to, anonymously or openly, express their opinions and own points of view and also provide details and information for publication in media. The employer is not permitted to seek out who has disclosed the information, nor subject the "whistleblower" to reprisals. However, it is important to remember that certain confidential information, for example details relating to our patients, are not covered by the freedom of speech or the freedom to disclose information. To disclose such confidential information may constitute a violation of the employee's professional secrecy.

Constructive criticism is encouraged. Please address any constructive criticism to your immediate supervisor and other internal channels so that the hospital is given an opportunity to take measures to improve you and your co-workers' working environment.

✓ We act independently

Employees at Karolinska University Hospital are to always act neutrally and are to never use their position at Karolinska University Hospital to gain undue benefits. The same rules apply in relation to the employee's family and close relatives. Examples of such situations may include care planning or decisions regarding employment.

Secondary employment



In order to guarantee the quality and effectiveness of our work and to maintain our independence, it is important that you as an employee do not have secondary employment that may negatively affect your work at Karolinska University Hospital. You are required to report secondary employment to your employer. Karolinska University Hospital *can* prohibit secondary employment considered to be an obstacle to work or which constitutes competition, and is *obliged* to prohibit secondary employment that it detrimental to confidence in the hospital.

External representation of Karolinska University Hospital



In order to maintain our reputation for privacy, we must ensure that our external communication provides an accurate, consistent and honest image of our hospital and our activities. There are appointed spokespersons for certain issues. However, this should not be viewed as a restriction on employee's universal freedom of speech and freedom to disclose information as previously explained.

If you have a combined position with Karolinska Institutet, you must follow the applicable policies regarding your rights as an employee of Karolinska University Hospital and Karolinska Institutet.

