

Code of Good Practice

"When professionalism is combined with humanity, excellence is achieved."

David Herrera, HUB patient

Introduction

Bellvitge Hospital is a constantly evolving centre, as we are firmly committed to continuous improvement in line with our ambition to achieve excellence. The Code of Good Practice has been created to explicitly set out the behaviours that stem from our values.

As part of the HUBmanisation project and the Hospital's strategic plan, the initiative to produce this handbook has been carried out with the aim of compiling, with the consensus of all parties involved, the observable behaviours that define us and make us unique.

Sharing our defining characteristics strengthens us as an institution and helps us to grow.

We are convinced that this handbook will be of great help in our aim to make our hospital a better place every day.

Would you like to share it too?

Our mission

To provide the people we serve with excellent healthcare, integrated into the social and community context, which generates knowledge and promotes teaching, research and innovation.

Our values

Commitment

This is the firm determination to fulfil our mission.

Trust

It is the bridge that brings us closer to others. Establishing a relationship of trust between patients, professionals, teams and the institution is fundamental to healthcare.

Equity

Everyone enjoys the same opportunities for treatment and care. What applies to one person applies to all.

Professionalism

The performance of our duties in a serious and rigorous manner, with a commitment to achieving excellence.

Accessibility

People are at the heart of everything we do, which is why they have easy access to the institution and our professionals.

Respect

This is fundamental in all relationships between people and towards resources; we treat them with the dignity they possess and deserve.

Responsibility

This is the principle by which all hospital staff are committed to fulfilling their respective duties.

Transparency

All areas of the hospital's operations are subject to a 100% transparent and assessable practice.

1. We work for excellence



1. We devote all our effort and expertise to safeguarding the health and well-being of the people we care for.
2. We are open to innovation and actively put it into practice.
3. We keep abreast of new discoveries and trends in our professional field.
4. We carry out our work in a spirit of service.
5. We promote equality between men and women.
6. We share knowledge and experiences.

2. We are professionals



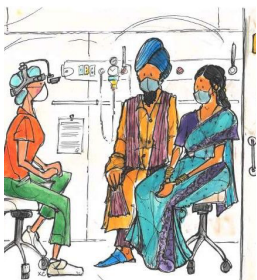
1. We communicate with patients and their families, giving them our full attention and avoiding distractions.
2. We express ourselves clearly and ensure that we have been understood.
3. We are aware of our role in society as healthcare professionals and act in accordance with the values that govern our practice, even when we are outside the professional setting.
4. If necessary, we repeat the information we have conveyed to check that it has been understood.
5. We prepare in advance how we will communicate bad news.
6. We treat equipment and resources as if they were our own.
7. We ensure a safe environment by working in optimal conditions and without being under the influence of any substance harmful to our health.
8. We use medicines responsibly.

3. We are friendly



1. We use a pleasant, calm and reassuring tone of voice.
2. We introduce ourselves clearly.
3. We maintain eye contact with patients.
4. When a patient is speaking, we nod or use body language to let them know we are listening.
5. We say goodbye whilst continuing to pay attention to the person.

4. We are sensitive to diversity



1. We are aware of cultural contexts and the diversity of needs.
2. We address patients and their families without prejudice, with a total commitment to service, and we respect their values and beliefs.
3. We avoid any form of discrimination on the grounds of gender, creed, ethnic origin, culture, ideology or social background.
4. If there is a language barrier, we use cultural mediators.
5. When we are treating a patient with the help of a cultural mediator, we address the patient and not the mediator.

5. We practise communication



1. We greet and say goodbye when entering and leaving a shared space.
2. We use a friendly and courteous tone of voice and manner of communication. We use words as bridges to dialogue.
3. We use active communication between professionals to facilitate processes.
4. We make an effort to learn the names of everyone we work with.
5. We explicitly value the work of other professionals.

6. We foster empathy



1. We help patients and their families to avoid fear and anxiety.
2. We put ourselves in our patients' position to understand the situation they are going through.
3. We do our utmost to honour appointments and be punctual.
4. We keep patients informed, especially if there are delays.
5. We understand that patients may ask for further clarification and are available to them should they do so.
6. We ensure that procedures are simple and accessible to everyone.

7. We show and expect respect



1. We encourage harmony and respect amongst everyone.
2. We help to create a calm and quiet atmosphere.
3. We help to maintain a smoke-free environment.
4. We avoid interrupting those who are speaking and let them finish their sentences.
5. We encourage patient participation by asking them questions and allowing them to express their doubts or concerns.

8. We coordinate



1. We establish and implement clear coordination strategies amongst professionals in order to provide a better service.
2. We improve communication between General Services Management and the clinical department; for example, by providing up-to-date information on the status of incident reports.
3. We avoid making criticisms or comments that could discredit or damage the image of other colleagues or the institution.
4. We agree on the message with the whole team and present ourselves as a team to patients or their families.
5. We are generous in our use of communal areas and coordinate and agree so that everyone can make use of them.

9. We present a professional image



1. Always present a professional appearance. Dress appropriately and wear your ID badge in plain view.
2. Maintain good personal hygiene.
3. Keep your uniform clean at all times; if it becomes soiled or comes into contact with substances or bodily fluids, change it as soon as possible.
4. We avoid wearing personal accessories that may compromise safety, hygiene or the proper performance of our professional duties.
5. We keep communal areas tidy and free of personal items or items unrelated to work.
6. When we are out on the street, we do not wear our white coats, stethoscopes or other equipment provided by the hospital.

10. We work as a team



1. We value our colleagues' opinions and present a united front to patients and their families.
2. We allow our colleagues to express themselves and listen to them actively and with interest.
3. We respect the diversity of personalities and viewpoints.
4. We are understanding and show empathy towards our colleagues.
5. We respect the contributions of professionals with roles different from our own.
6. We recognise, share and value the merits and achievements of the whole team.

11. We build trust



1. We establish a relationship of trust and closeness with patients and their families, which promotes the well-being and peace of mind of everyone involved.
2. We pay attention to our non-verbal communication. We maintain a comfortable personal distance for both the healthcare professional and the patient.
3. We express ourselves clearly and comprehensibly.
4. We avoid the use of overly technical terminology and jargon, such as abbreviations and acronyms.
5. When communicating in writing, we use legible handwriting.
6. We provide information documents in language that patients can understand.

12. We value discretion



1. We seek out the most appropriate place to communicate with patients.
2. We always respect the privacy of the people we care for.
3. Whilst attending to someone, we avoid interruptions and apologise if they are unavoidable.
4. We ensure the confidentiality of patients' data.
5. We avoid mentioning addresses, telephone numbers or other identifying details of patients in front of other people.

All the illustrations in this manual were created by staff at Bellvitge University Hospital.

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