



## IHA MEMBER UNITED PATIENT AND VISITOR CODE OF CONDUCT PRINCIPLES

IHA Member CEOs,

With incidents of violence and incivility toward health care workers continuing to rise across the state and nation, the Indiana Hospital Association (IHA) has dedicated time, funding, and resources to develop a comprehensive workplace safety and well-being campaign for our members.

The Safe and Sound campaign's mission is to support Indiana hospitals with creating workplace environments that are both psychologically and physically safe through the provision of resources, tools, data, and training. In short, safe caregivers means better care. Members can access the current Safe and Sound resources [here](#).

On October 23, 2023, the IHA Board of Directors approved a united set of common principles in furtherance of the Safe and Sound initiative. **IHA is now asking all member organizations to adopt these principles as part of their own Patient and Visitor Code of Conduct.** Organizations may customize the language and include additional items as appropriate for their individual organizations; however, IHA members agree to uphold the principles as a united, baseline of standards. Taken together, these principles make clear that patients and visitors are expected to treat caregivers with civility and respect.

The four united principles categories are:

- Promotion of a safe and respectful environment
- Communication of behavioral expectations
- Communication of potential consequences for behavioral violations
- Direction of patients, visitors, and staff to support the Code of Conduct

The full United Patient and Visitor Code of Conduct Principles document is attached to this email. Further communication regarding the United Patient and Visitor Code of Conduct Principles will be shared through IHA communications channels. We ask that our members communicate these principles within your own organizations as well. This dissemination should include your human resources department, policy committees, and leaders that can carry this message to front line staff.

Thank you for your consideration and for the work you do every day to ensure the safety and well-being of your patients, visitors, and health care workforce.

Sincerely,

A handwritten signature in black ink, appearing to read "Brian Tabor", written in a cursive style.

Brian Tabor  
President