

## VNAA MEMBER CODE OF ETHICS

### PREAMBLE

The purpose of the *VNAA Member Code of Ethics* is to serve as a standard of conduct for mission-driven home health, hospice and palliative care agencies. VNAA encourages all mission-driven home health, hospice and palliative care agencies, regardless of whether they belong to VNAA, to subscribe to the *VNAA Member Code of Ethics*.

### VNAA'S VISION

Individuals and families receive personalized and coordinated care in the home and across the community.

### VNAA MEMBER CODE OF ETHICS

We, as mission-driven home health, hospice and palliative care agencies, dedicate ourselves to carrying out the vision of the VNAA. We will do the following:

#### PATIENTS/COMMUNITY

- 1) Hold paramount the safety, health and welfare of the public in the performance of professional duties.
- 2) Recognize that the chief function of our mission-driven organization is at all times to serve the best interests of our patients.
- 3) Respect and protect privileged information to which we have access in the course of our official duties.
- 4) Strive for personal and professional excellence and encourage the professional developments of others.
- 5) Assist patients and family members in engaging and participating in the plan of care.

#### AGENCY

- 1) Accept as a personal duty the responsibility to keep up-to-date on emerging issues and to conduct ourselves with professional competence, fairness, impartiality, efficiency and effectiveness.
- 2) Respect the structure and responsibilities of our mission-driven organization's board, provide them with facts and advice as a basis for their making policy decisions and uphold and implement policies adopted by the board.

- 3) Keep patients served, providers supported and policy-makers informed about issues affecting them.
- 4) Support the delivery of patient-centered care.
- 5) Avoid any interest or activity that is in conflict with the conduct of our official duties.
- 6) Provide responsible financial stewardship of our organization.

## INDUSTRY

- 1) Conduct our organizational and operational duties with positive leadership exemplified by open communication, creativity, dedication, business development integrity and compassion.
- 2) Exercise whatever discretionary authority we have under the law to carry out the mission of our organization.
- 3) Serve with respect, concern, courtesy and responsiveness in carrying out our organization's mission.
- 4) Demonstrate the highest standards of personal integrity, truthfulness, honesty, and fortitude in all our activities in order to inspire confidence and trust in our activities.
- 5) Avoid any interest or activity that is in conflict with the conduct of our official duties.
- 6) Work collaboratively with other VNAA members, industry peers, allied organizations and stake holders.
- 7) Advocate for the needs of our patients.

VNAA MEMBER CODE OF ETHICS ANNUAL AFFIRMATION STATEMENT

For \_\_\_\_\_  
(Name of Organization)

\_\_\_\_\_  
(Date)

We, the undersigned, hereby attest that we have reviewed the VNAA Member Code of Ethics and for the two areas listed below, our organization is committed to the standards and is actively engaged in good faith efforts to meet each of them or already meets the standards.

- 1) VISION  
 We accept the standards                       We reject the standards\*
  
- 2) VNAA MEMBER CODE OF ETHICS  
 We accept the standards                       We reject the standards\*

\_\_\_\_\_  
Signature  
Title:

\_\_\_\_\_  
Date

\* If a VNAA Member Organization indicates they reject the standards a committee made up of VNAA Board of Directors will review the agency's situation and work to resolve the conflict.