The Institute of Healthcare Management's

Voluntary Code of Practice

The Institute of Healthcare Management (IHM) is dedicated to the development of its members and to supporting them in the professional management of health and social care services.

We expect our members to:

- Understand and commit to the values of their organisation and to the legal and regulatory frameworks in which they operate;
- Act in the interests of patients, service users and the community that they serve;
- Uphold the law and to be fair and honest in all their dealings;
- Promote and help create an environment:
  - Free from harassment, bullying or violence and will model those behaviours in their own interactions with colleagues and the public;
  - In which colleagues and the public are treated fairly, equally and free from discrimination and where equality, diversity and inclusion are actively promoted;
  - Where different views and cultures are welcomed, respected and listened to;
  - Where concerns are raised and encouraged about harassment, bullying, discrimination and any other matters impeding the personal safety and well-being of colleagues and the public.

As a Healthcare Manager the Institute expects and requests you to commit to the following values in your work and relationship with others.

I will apply the following values in my work and relationship with others:

Responsibility
I will be fully accountable for my work and the decisions that I make, and for the staff and services for which I am responsible. I will endeavour to make the best use of resources which are available to me.

Honesty
I will act with honesty in all my actions, communications and decision-making, and will highlight and resolve any conflicts arising from personal, professional or financial interests that could influence or be thought to influence my decisions.

Openness
I will be open about the reasons underpinning my decisions, actions and behaviours. I will report to my supervising manager significant risks to the achievement of organisational plans and priorities and risks to the health and safety of patients, the public and colleagues.

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Respect

I will always treat patients and service users, their families and carers, the community, colleagues and staff with dignity and respect.

Professionalism

I will take responsibility for ensuring that I have the relevant knowledge and skills to undertake my role and I will reflect on, identify and address any gaps in my knowledge and skills, and will participate constructively in appraisal of myself and others. I will adhere to any professional or other codes by which I am bound.

Leadership

I will lead by example and role-model the behaviours associated with these values so that colleagues and staff experience my contribution to sustaining the culture which enables these values to be upheld by all. I will ensure that staff are listened to, understood and supported.

Integrity

I will act consistently and fairly by applying these values in all my decisions, actions and behaviours, and will always raise concerns if I see inappropriate behaviour or misconduct of others.

Declaration

I have read and understand this Code and agree to be bound by its content.

…………..   …………
Signed   Date

Breaches of this Code of Practice

If any Member has reason to believe that another Member has failed to comply with this Code or has acted in a manner prejudicial to the interests of the Institute, they should communicate this, in confidence, to the Chief Executive of the IHM.

Reported breaches to this Code shall be investigated by a committee of the IHM Board, in accordance with the Institute's procedures. A member found to be in breach of the Code may be warned, suspended, or removed from membership of the IHM.

The IHM would like to thank Sir David Dalton and Roger Kline for their support in developing this Code of Practice. Thanks also go to the Professional Standards Authority who have given their permission for us to use key elements of their 'Standards for NHS Boards and CCG Governing Bodies in England' within this Code.

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