

The Institute of Healthcare Management's 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:

- Be able to demonstrate how their decisions and actions are in the interests of patients, service users and the community that they serve;
- Understand and follow the legal and regulatory frameworks of the sector they work in;
- Uphold the law and to be fair, honest and transparent in all their dealings;
- Promote and help create an environment:
 - Free from harassment, bullying, violence and discrimination, where differences are welcomed, respected and listened to. Where people demonstrate this in their interactions with colleagues and the public;
 - In which staff, colleagues, other healthcare professionals and the public are treated fairly and appropriately, so that equality, diversity and inclusion are actively promoted;
 - Where concerns raised about any matters impeding the personal safety and well-being of staff, colleagues, other healthcare professionals and the public are addressed;
- Support the development and training of their staff, ensuring equity of access;
- Voice, respond to and address concerns and encourage and support others to do so;

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, raising any associated risks to the health, safety and well-being of patients, the public, staff, colleagues and other healthcare professionals.

Respect

I will always treat and ensure that others treat patients and service users, their families and carers, the community, staff, colleagues and other healthcare professionals 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 this code of conduct, 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, supported, respected and valued.

Integrity

I will act honestly, consistently and fairly, adhering to strong moral and ethical principles and values, in all my decisions and actions. If I see the inappropriate behaviour or the misconduct of others, including my superiors and other healthcare professionals, I will always raise concerns.

Annual Declaration

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

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Signed

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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 acted in a manner prejudicial to the interests of the Institute or to bring the healthcare management profession into disrepute, they should report their concerns in line with the IHM's 'Investigation and Conduct' procedure.

Reported breaches to this Code shall be investigated 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.

We would like to thank our Members, [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.