

Code of Ethics

CROSSROADS BEHAVIORAL HEALTHCARE PROVIDER NETWORK

Crossroads Provider Network consists of those providers who have a contract and/or Memorandum of Agreement to provide services to consumers in Iredell, Surry, and Yadkin counties. Crossroads Provider Network members facilitate an open exchange of ideas, shared values, goals, vision, and promote collaboration and mutual accountability among providers. This Code of Ethics is a guideline for the Crossroads' Provider Network, and members of the Crossroads Provider Network agree to adhere to this Code of Ethics. The Provider Network strives to achieve best practices to empower consumers within our community. To achieve this, the network members will:

- Assure that each provider's staff adhere to the code of ethics;
- Provide support to other member agencies; and
- Advocate for the further development of resources on a local and state level for consumers served

CORE VALUES

The mission is rooted in the following core values, which drive the development of our Ethical Principles.

INTEGRITY: Provide accurate and truthful representation.

COMPETENCE: Honor responsibilities to achieve and maintain the highest level of professional performance for members and those in their employ.

PROFESSIONAL CONDUCT: Promote the dignity and autonomy of the profession, maintain harmonious inter-professional and intra-professional relationships, and support the profession's established standards. All professional relationships should be directed to improving the quality of life of the individuals who receive supports from the member.

INDIVIDUAL DIGNITY, AND DIVERSITY: Provide supports and services that promote respect and esteem of each individual.

FAIRNESS: Assure that individuals and those who make decisions regarding services to them have complete and accurate information on which to make informed decisions.

COOPERATION AND EMPOWERMENT: Foster productive connections with the community to benefit each individual served.

PARTNERSHIP: Work together cooperatively to develop and achieve an individual's desired outcomes and ensure continuity of care.

ETHICAL PRINCIPLES

The following broad-based ethical principles are based on core values supported by Crossroads Behavioral Healthcare:

CORE VALUE: INTEGRITY

ETHICAL PRINCIPLE: Provide accurate and truthful representation.

- Provider Network members will not knowingly permit anyone under their supervision to engage in any practice that violates Crossroads Behavioral Healthcare's Code of Ethics
- Provider Network members will not engage in dishonesty, fraud, deceit, misrepresentation of themselves or other providers, or any form of conduct that adversely reflects on their profession, the Provider Network, or on the Provider Network's ability to support consumers professionally.
- Provider Network members will not commit unethical practices that include, but are not limited to, deceptive billing, falsification of documentation, commission of a felony, gross neglect, and fiduciary impropriety.
- Provider Network members will accept full responsibility if subcontracting with another agency.

CORE VALUE: COMPETENCE

ETHICAL PRINCIPLE: Honor responsibilities to achieve and maintain the highest level of professional competence for themselves and those in their employ.

- Provider Network members will represent their competence within their scope of practice.
- Provider Network members will engage in only those aspects of the profession that is within the scope of their competence, considering their level of education, training, and experience.
- Provider Network members will allow individual staff to provide only those services that are within the staff member's competence, considering the employee's level of education, training, and experience.
- Provider Network agencies will demonstrate compliance with state and federal rules, regulations and laws regarding standards for training and credentials for supports provided.

CORE VALUE: PROFESSIONAL CONDUCT

ETHICAL PRINCIPLE: Uphold the dignity and autonomy of the profession, maintain harmonious inter-professional and intra-professional relationships, and accept the profession's established standards. All professional relationships should be directed to improving the quality of life of the individual who receives support from the member agency.

- Provider Network members will not participate in activities that produce a benefit for themselves over the individuals they support or may potentially support.
- Provider Network members will make all reasonable efforts to prevent any incidents of abuse, neglect and exploitation. Abuse means the infliction of mental or physical pain or injury by other than accidental means, or unreasonable confinement, or deprivation by an employee of services, which are necessary to the mental or physical health of the individual. Temporary discomfort that is a part of an approved and documented treatment plan or use of a documented emergency procedure shall not be considered abuse. Neglect means the failure to provide care or services necessary to maintain the mental or physical health and well being of the individual.
- Provider Network members will promptly report and thoroughly investigate all allegations of

abuse, neglect, and exploitation.

- Under no circumstance will the support relationship between the program, staff, and individuals receiving services, and/or their families or legal guardian be exploited. Exploitation is defined as the illegal or unauthorized use of a service user or a service user's resources for another person's profit, business or advantage.
- Provider Network members will train staff to recognize and report any suspected incidents of abuse, neglect and exploitation.

CORE VALUE: INDIVIDUAL DIGNITY AND DIVERSITY

ETHICAL PRINCIPLE: Provide supports and services, which promote respect and dignity of each individual served.

- Provider Network members will comply with all federal and state regulations and laws related to confidentiality of client's protected health information, including, but not limited to, N.C.G.S. Chapter 122C, HIPAA, and 42 CFR Part 2.
- Provider Network members will not discriminate in their relationships or services provided to individuals receiving supports, contractors, and colleagues on the basis of race or ethnicity, gender, age, religion, national origin, sexual orientation, or disability
- Provider Network members will provide individuals and families a process to submit grievances that is fair and impartial. Crossroads Behavioral Healthcare Client Rights posters will be displayed in each provider facility.
- Provider Network members will comply with N.C.G.S. 35A - 1201, which allows for all people to be involved in decisions and choices that impact their lives.
- Provider Network members will make all reasonable efforts to ensure individuals, organizations, and families participate in the development and revision of any plan for services.
- Provider Network members will not abandon individuals and families.
- Provider Network members will consistently demonstrate efforts to assure that their services alleviate the effects of any biases based upon individual and cultural factors.
- Provider Network members will support the recovery and self-determination of each individual.

CORE VALUE: FAIRNESS

ETHICAL PRINCIPLE: Assure the rights of individuals receiving supports and others who make decisions regarding services have complete information on which to make their choices.

- Provider Network members will accurately portray their services and capacities through public and private statements.
- Provider Network members will not engage in false and deceptive representation of their services.
- Provider Network members' marketing strategies will not offer inducements to primary individuals receiving supports or their legal representatives in exchange for business gained.
- Provider Network members will accurately portray their ownership, board of directors and management through public and private statements.
- Provider Network members will follow required laws and standards regarding the hiring of staff.
- Provider Network members will not make initial contact with employees of other providers for the purpose of offering employment to that individual employee for the purpose of gaining clients. This does not preclude the individual client from making a choice.
- Provider Network members will use the standard means of advertising for hiring staff.

CORE VALUE: COOPERATION AND EMPOWERMENT

ETHICAL PRINCIPLE: Provider Network members will foster cooperation and empowerment for each individual supported.

- Provider Network members will support and promote opportunities for individuals they support to develop valued relationships with members of the community in which they live or work
- Provider Network members will support and promote opportunities for individuals they support to be treated with respect and dignity within the community they live or work.
- Provider Network members will support and promote opportunities for individuals they support developing roles in the community in which they live or work.
- Provider Network members will discuss known violations of standard ethical practices by members with the offending colleague or agency director. In the event that this does not end in resolution of the issue, the member shall consult Director of Customer Service at Crossroads Behavioral Healthcare regarding their responsibility.

CORE VALUE: PARTNERSHIP

ETHICAL PRINCIPLE: Provider Network members will work together in partnership to develop and achieve individuals' desired outcomes.

- Provider Network members will work in partnership to assure continuity of care for consumers, and to assure linkage for services, and with consumers, stakeholders, parents, significant others, and Crossroads Behavioral Healthcare to support the attainment of each individual's goals.
- Provider Network members shall collaborate to share resources that enhance the functions of the Network to develop solutions for gaps in services.

CUSTOMER SERVICE COMMITTEE

Crossroads Behavioral Healthcare's Customer Services is available to assist when there is a complaint, or concern with another agency/provider-

- Resolutions of complaints, concerns or issues between members will be attempted at an informal level
- For unresolved disputes and major violations of Code of Ethics, contact Crossroads Behavioral Healthcare Customer Services Department at 1 888 841- 0408 to initiate a formal complaint.