



Volunteer Code of Ethics Responsibilities

Training Outline

Intent of Learning Experience

To Provide Volunteer Leaders:

- Understanding of code of ethics policy
- Understanding of reporting process for potential code of ethics violations
- Understanding of role and responsibility in regard to code of ethics policy as volunteer leaders

HFMA Structure

- HFMA's Board of Directors have established a Code of Ethics that all members, across the association, pledge to adhere to
- The Association is a separate and distinct entity, as are each of the 63 chapters.
- Membership rules and regulations are the exclusive purview of the HFMA Board of Directors
- Chapters have exclusive control over chapter activities, such as selection & participation in leadership and chapter committees

Code of Ethics

HFMA's Code of Ethics calls on members to promote the highest standards of professional conduct by:

- Practicing honesty and maintaining personal integrity, including avoidance of conflicts of interest with those of my employer or the Healthcare Financial Management Association;
- Adhering to high standards of personal conduct;
- Striving for the objective and fair presentation of financial information;
- Fostering excellence in healthcare financial management by keeping abreast of pertinent issues;
- Maintaining the confidentiality of privileged information;
- Promoting a greater understanding of financial management issues by others in the healthcare field, and seeking increased public understanding through communication about such issues; and
- Seeking to maintain a reasonable balance between the quality and cost of health care.

Members acknowledge the Code of Ethics on an annual basis.

Reporting Potential Violations

- The President will monitor correspondence received by the Association for potential Violations.
- Written correspondence must be signed by the individual making the charges (who will be considered the Complainant) and must contain appropriate documentation if available.
- Anonymous complaints submitted without documentation will not be pursued.
- Oral complaints must be put into writing with appropriate documentation provided by the Complainant if available.
- Documentation can include, but is not limited to, signed affidavits, court documents, other legal documents or credible newspaper or other periodical accounts that describe the issues in question.
- All Complainants will be told that a copy of their complaint will be shared with the Charged Party. If the Complainant refuses to permit the complaint to be shared, the process will proceed only if the HFMA Secretary/Treasurer determines that the Charged Party can be fully informed of the details of the accusation without disclosing the Complainant. An example of this situation could be a news article either submitted or found via literature search about a legal action against the Charged Party where no further corroboration is required.

[Complaint Form](#)

Code of Ethics – Volunteer Leader's Role

- Expect and cultivate respectful behavior of members and guests at volunteer events.
- Recognize Code of Ethics violations that are detrimental to HFMA's objectives.
- Take responsive and appropriate action to Code of Ethics violations in accordance with policy.
 - If available, provide formal complaint to Association
 - Have the ability to take chapter/regional level action such as barring from events, removal from committees, etc.

Code of Ethics – Board’s Role

- Determination of Code of Ethics violations that are detrimental to HFMA’s objectives rests with the Board of Directors.
- Management maintains a system to monitor major hospital and healthcare trade periodicals for issues involving HFMA members that may constitute a violation of the Code of Ethics.
- After initial investigation of these potential violations, the President & CEO will bring the matter to the board officers for review.
- If a member is charged with a violation of the Code of Ethics, they have the right to respond and/or request a board hearing.
- If not resolved, the member may be asked to resign or could be admonished, suspended or expelled.

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