



IHM Code of Conduct

IHM Scotland Annual Conference
and Exhibition
October 2009

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IHM CEO



Background

IHM Symposium – October 2008

Participants:

Dame Carol Black, Director Health and Work
RCN
BMA
HSE
'Next Steps' leadership
BPS

Purpose:

Managerial cultural change





Issues

- Fewer numbers of applicants for top posts
- Large number of vacancies for top nursing posts
- Potential difficulties in achieving improved quality of care
- High levels of sickness absence and staff turnover due to stress
- High attrition rates amongst senior managers
- An unattractive culture for managers





Outcome of Symposium

Create a 'new' Code of Conduct

Purpose of 'new' Code

To create and maintain
a culture of responsibility and trust

AIM

- To promote behaviours that encourage commitment, trust and engagement between leaders and others,
and through this process
- To improve the standards and quality of healthcare



Existing Codes

Headline	IHM 2000	NHS Managers 2002	BPS Ethics 2006	RCN 2005	Principles of Public Life 2005
Integrity	√		√	√	√
Honesty	√	√		√	√
Openness	√			√	√
Probity	√				
Accountability	√			√	√
Respect	√	√	√		
Environment	√				
Society	√				
Safety		√			
Care		√			
Performance		√			
Team work		√			
Learning and development		√			
Competence			√		
Responsibility			√		
Selflessness				√	√
Leadership				√	√
Objectivity				√	√



The purpose...

- Building and sustaining a management culture in the health services based on well being and performance
- Manager responsibility
- Encourage engagement through effective personal behaviour



Three interlocking elements..

- The context within which managers are expected to behave
- The behaviours they are expected to exhibit
- The actions they are expected to take





Creating the context or engagement and high performance

- Clarity of purpose
- The structures
- The “rules”





The ethics and behaviours that produce high performance

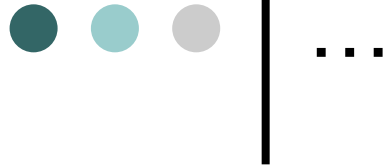
- Status
- The interface with staff and the public
- Service
- Society
- The actions that produce effective performance



The profile... (13)

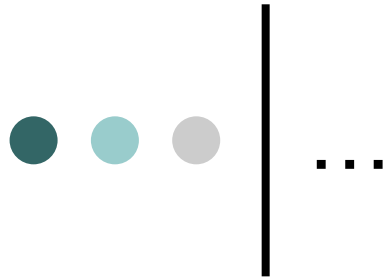
- The ethical person
- Demonstrating skills knowledge and experience
- Adopting leadership style to engage others in the decision making process
- The motivation to prevent harm to anyone
- To ensure a safe place of work for staff and patients





- The respect for law and regulations
- The motivation to maintain and develop skills, knowledge and experience in self and others
- Objective, fair and reasonable
- Taking responsibility for own actions for own as well as other actions
- Act with conviction





- Provide clear direction
- Communicate effectively
- The discharge a Duty of Care to patients, relatives and staff



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Openness	√			√	√
Probity	√				
Accountability	√			√	√
Respect	√	√	√		
Environment	√				
Society	√				
Safety	x	√			
Care	x	√			
Performance	x	√			
Team work	x	√			
Learning and development	x	√			
Competence	x		√		
Responsibility	x		√		
Selflessness	x			√	√
Leadership	x			√	√
Objectivity	x			√	√



What else makes a good manager?

- Vocation
- Courage
- *(The Kids Company- CEO Camilla Batmanghelidjh)*

