



Presentation on GHS Code of Conduct and Disciplinary Procedures

By Yaw Brobbey-Mpiani,

GHS CODE OF CONDUCT & DISCIPLINARY PROCEDURES

- The manual is primarily meant to guide the conduct of all managers and employees of the Service in their normal dealings and relations with patients, clients, fellow employees and the general public.
 - It draws lessons from available laws, rules, regulations, relevant codes of all health professionals, the Patients' Charter
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OBEJECT OF THE SERVICE

- Implement approved national policies for health delivery
 - Increase access to improved health services
 - Prudently manage resources available for health service provision
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SCOPE OF THE CODE

- All GHS employees
 - Personnel on contract or secondment to the GHS
 - Personnel on leave of absence with or without pay
 - Any other person(s) working with the GHS under approved terms
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DEFINITION OF DISCIPLINE & INDISCIPLINE

- Discipline – orderly behaviour of employees in the Service and obedience to the existing rules and regulations
 - Indiscipline – any act of omission or commission contrary to the above definition
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Guiding Principles

- Delivering quality health service in a humane and equitable manner within the resources of the country
- Upholding the dignity and interest of patients / clients, staff and service providers
- Adhering to the provisions of the patient's charter
- Exhibiting high levels of professionalism
- Promoting the corporate image of the Service
- Exhibiting competence and effective leadership at all times

Guiding principles

- Avoiding discrimination against patients, clients and employees on the grounds of
 - - the nature of illness
 - - political affiliation
 - - occupation
 - - disability
 - - culture, ethnicity, language, religion, etc
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Constitutional & Civil Responsibility

- Be accountable to the President and Parliament through sector Minister
- Be accountable to the public*
- Be accountable to the immediate superiors and the Governing Council of the Service
- Not openly engage in party political activities whilst in the Service
- Not put oneself in a position where personal interest conflicts with legitimate duties

DISCIPLINARY AUTHORITY IN THE GHS

- Ultimate Disciplinary Authority rest with the President of the Republic, with respect to members of the GHS Council and Category A1 staff of the Service
 - Delegated Authority, which is in accordance with the structure of the Service
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Disciplinary authorities at the various levels of the Service

- National level – the GHS Council, the DG & Divisional directors
 - Regional Health Directorate – the RDHS
 - District level – the DDHS
 - Institutional Level – the Head of institution e.g. Med. Supts.
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DISCIPLINARY PROCEEDINGS

- Reporting the incidence (within 3 working days)
 - Preliminary investigations, which may take the form of
 - interview(s)
 - Inspection of documents etc
 - letter of enquiry
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DISCIPLINARY PROCEEDINGS

- Where the results of the preliminary investigation point to a conclusively minor offence or misconduct, the officer i/c shall apply the appropriate sanctions within 3 working days
 - On the other hand if the results point to a major offence, the in-charge shall proceed with formal disciplinary proceedings and take any of the ff actions – interdiction, issuance of query or setting up a Committee of Inquiry
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INTERDICTION

- This refers to the suspension or exclusion from duty of an employee who is alleged to be involved in a case of major misconduct
 - The immediate supervisor has the responsibility of interdicting staff under him/her and is required to submit a report within 5 working days to the higher disciplinary authority
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CIRCUMSTANCES FOR INTERDICTION

- Where the employee concerned is likely to interfere with the formal proceedings
 - Where criminal proceedings are being instituted against employee
 - Where the employee is being investigated on grounds of professional incompetence or malpractice
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CONDITIONS OF INTERDICTION

- It shall remain in force until an inquiry has been concluded and the decision of the disciplinary authority conveyed to the employee
 - An employee on interdiction shall receive 2/3 of his gross monthly salary (no allowances shall be paid during the period)
 - Where the employee on interdiction has not been found guilty his salary and appropriate allowances withheld shall be restored to him in full
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Conditions of Interdiction

- An employee on interdiction shall make himself available to his immediate supervisor and the investigating authority when requested to do so
 - An employee on interdiction shall not travel outside the country without express permission from the DG
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EXAMPLES OF MINOR OFFENCES

- mgmt or pre-empting clinical and other decisions
- Disclosure of Providing false info. or withholding vital info. with the intent of misleading official information to unauthorized persons
- Sexual harassment
- Use of abusive language
- Occasional intoxication or drunkenness whilst on duty
- Non-compliance of official dress code

EXAMPLES OF MINOR OFFENCES

- Failure to submit queries within stipulated time
 - Failure to submit requisite data & reports
 - Illegal or unauthorised collection of fees from clients
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PENALTIES FOR MINOR OFFENCE

- Verbal warning in the first instance
 - Warning in writing
 - Suspension from duty without pay and allowance for not more than two weeks
 - Cancellation of leave in cases of excessive unauthorised leave
 - Temporary change of work schedule
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PENALTIES FOR MINOR OFFENCE

- Refund of illegal / unauthorised money from clients
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MAJOR OFFENCES

- Theft, embezzlement, fraud
 - Rape and sexual harassment of co-workers, patients/clients or their relations
 - Aggravated assault and battery of co-workers, supervisors, patients etc
 - Persistent/habitual intoxication while on duty
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MAJOR OFFENCES

- Trafficking in and use of narcotic drugs
 - Improper demand or collection of unauthorised fees
 - Falsification of official records
 - Criminal conviction by a court of competent jurisdiction
 - Divulging of confidential info without lawful authority
 - Persistent / habitual absence from duty without permission or reasonable excuse
 - Vacation of post, refusal to go on posting and desertion of post or station
 - Impersonation
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MAJOR OFFENCES

- Professional misconduct, malpractice, negligence or incompetence
 - Breaching of financial policies and procedures
 - Willful destruction of official documents or property
 - Seduction of patient/client while under the care of the institution
 - Refusal to handover
 - Failure to comply with disciplinary penalties or awards
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PENALTIES FOR MAJOR OFFENCES

- Suspension of salary immediately the disciplinary report is received
 - Deferment of promotion for 1 to 3 years according to the gravity of the offence
 - Dismissal and subsequent forfeiture of end of service benefits with exception of social security contributions
 - Removal from office (termination of engagement without loss of end of service benefits)
 - Change of work schedule
 - Postponement or cancellation of training and any award
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GRIEVANCES, PETITIONS & QUERRIES

- A grievance is a formal challenge by an employee to a specific disciplinary action, policy or practice of an employer
 - It may arise from administrative omission or commission or disciplinary action (unfair treatment)
 - A petition is a request or an application by an employee to an authority seeking to draw attention to a decision or an indecision that the employee perceives to have adversely affected him or another person
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COMMON CAUSES OF GRIEVANCES

- Delayed promotion, processing of salaries, allowances etc
 - Posting
 - Perceived victimization
 - Favouritism / discrimination
 - Poor work environment
 - Occupational health & safety concerns
 - Poor remuneration / incentive
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GENERAL PRINCIPLES OF GRIEVANCE REDRESSING

- Good corporate governance is a pre-requisite
 - Authorities must demonstrate a just cause before or have ample evidence before disciplinary action is meted out to employees
 - Demonstration of equity and impartiality
 - Disciplinary action must reflect the gravity of offence and consistent with provisions in the Code
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PROCEDURES FOR PETITIONING

- Establish an act of omission or commission
 - Submission of a formal petition (in writing) to immediate authority
 - A colleague may represent a group of persons having a common grievance
 - The recipient higher authority shall immediately appoint a Committee or Inquiry Officer to investigate the matter and take needed action
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FORMAT OF REPORT ON FORMAL DISCIPLINARY INQUIRY

■ 1. BACKGROUND

- a) Events leading to the decision to set up inquiry
- b) Summary of charges
- c) Rights/privileges accorded the accused

■ 2. METHODOLOGY

- Venue of sittings, number of sittings, number of witnesses, documents received, oral evidence obtained

FINDINGS

- Facts and inferences in support of conclusions in respect of each charge
 - Observations / comments on general conduct of accused
 - Summary of evidence
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RECOMMENDATIONS

- Provide recommendations based on findings and in line with provisions in the GHS Code of Conduct & Disciplinary Procedures, type of offence / penalty
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ACKNOWLEDGEMENT

- Give a brief statement of acknowledgement of contributions by witnesses and committee members
 - N/B Provide relevant appendices mentioned or referred to in the report
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CONCLUSION: “A shed in a field”

