



**Regulations of HAI Board of Healthcare Accreditation Institute
On Codes of Conduct for Board, Director, Staff and Persons Designated to Execute a Mission
under the Authority of the Institute
BE 2563 (2020 AD)**

As it is deemed appropriate to amend the Regulations of HAI Board of Healthcare Accreditation on Code of Conduct and Ethical Codes for Board and staff B.E. 2555 (2012) to make it consistent with current situations and meet the criteria used internationally;

By virtue of Section 18 (5) and Section 18/1 of The Royal Decree on the Establishment of The Healthcare Accreditation Institute (Public Organization) BE 2552 (2009) and as amended by The Royal Decree on the Establishment of The Healthcare Accreditation Institute (Public Organization) (2nd Edition) BE 2562 (2019), and the resolution of HAI Committee in its meeting No. 8/2020 on 24 July 2020, a relevant regulations is issued as follows.

Article 1: This Regulations shall be titled as “Regulations of Board of Healthcare Accreditation Institute On Codes of Conduct for Board, Director, Staff and Persons Designated to Execute a Mission under the Authority of the Institute BE 2563 (2020 AD) ”

Article 2: This Regulations shall come into force on the day after the date of its announcement.

Article 3: The Regulations of Board of Healthcare Accreditation Institute on Codes of Conduct for Board and Staff, BE 2560 (2017) shall be canceled.

For all any other regulations, notifications and orders concerning any matters already provided in this Regulations, that are in contrary or conflicting with this Regulations; the provisions in this Regulations shall be applied instead.

Article 4: In this Regulations

“The Institute” means The Healthcare Accreditation Institute (Public Organization).

“The Committee” means The Committee of The Healthcare Accreditation Institute, as well as the subcommittees appointed by HAI Committee.

“Committee Member” means the Committee Members of HAI Committee.

“Director” means The Director of The Healthcare Accreditation Institute.

“Staff” means the persons working for the Institute under Section 30 of The Royal Decree on the Establishment of The Healthcare Accreditation Institute (Public Organization) BE 2552 (2009) and as amended by the 2nd Edition, which consist of officials or employees, advisors or experts, and the government officials taking a temporally mission to work for the Institute.

“Persons Designated to Execute a Mission under the Authority of the Institute” means the persons whom the Institute issues an order of appointment and designation for, to execute a mission under the authority of the Institute.

“Code of conduct” means the practice guideline defined by the Institute to lead the conduct of HAI Committee, Director, Persons Working for the Institute, and Persons Designated to Execute a Mission under the Authority of the Institute.

Article 5: The Director shall have charge and control of the execution of this Regulations.

**Part 1
General Provision**

Article 6: The Committee and The Director shall perform their duties with honesty and integrity, impartiality, circumspection, and in a reasonable manner.

Article 7: Before participating in any consideration meetings to approve or allow any matters, or to make any decisions; the Committee must be sure to have complete and adequate relevant data on hand; and must thoroughly review the issues to be considered as well as the relevant data ahead of time. In case that some necessary data are needed additionally, the Committee shall request the administration unit to seek for. If any suspicion arises, Committee Members should ask questions and seek clarification for any issues in the meeting until they feel satisfied before making a decision, giving an opinion, or voting for a resolution to approve or allow any matters.

Article 8: The Committee and The Director shall maintain and strengthen the unity among co-workers, and shall be prompt to provide mutual assistance and care in a proper way.

Article 9: The Committee and The Director shall behave themselves being able to work with others politely, considerately and with a good human relationship. Do not cover the data necessary for the work of colleagues; and do not claim the work achievement of others as the achievement of themselves.

Article 10: The Committee and The Director shall treat their subordinates with kindness and justice; take care of, pay attention to, and enhance them to be knowledgeable, competent, and be able to gain progress in career path; promote the activities to increase and strengthen knowledge and experiences on a regular basis; seriously stick to the principle of responsibility to the results of work achievements and the principle of ethics, in order to increase the strength and progress of the Institute.

Part 2

Maintaining the Confidentiality of the Institute and Healthcare Facilities

Article 11: The Committee, The Director, and Persons working for the Institute who are responsible for or engaged in the management of confidential documents, data and information of the Institute and those of healthcare facilities shall adopt a concise and cautious system for storage, control and destruction of documents consisting of clear steps in the procedures.

Article 12: The Institute shall set up information system that can prevent the data of the Institute to be safe from a sneak access by unauthorized persons. The preventive measure shall cover the aspects of administration and management, physical structures, and technical issues.

Article 13: Disclosing any data of healthcare facilities to outside parties cannot be done unless there is a written consent from healthcare facilities.

Article 14: The Committee and The Director shall abide by laws and regulations pertaining to securing confidentiality and the disclosure of data and information.

In case that the Institute is required by laws to disclose the data received from healthcare facilities to government agencies or public; the Institute shall notify the healthcare facilities about the disclosure.

Article 15: The Committee and The Director shall destroy or send back to the Institute all kinds of the documents related to the healthcare facilities enrolled for considering or for a survey visit, after the accreditation results for such facilities has been announced. The Institute will then store the data of healthcare facilities for a further reference.

Part 3

Prevention of the Conflict of Interest

Article 16: In a consideration meeting to make a decision, if any committee members are a stakeholder or have a conflict of interest with the agenda being considered, such committee members shall inform the meeting and such informing shall be documented; and such members should not present in the meeting for considering such agenda.

Article 17: In case that some committee members are a stakeholder of the matter being considered but are more knowledgeable about the data pertaining to such matter than other members, they can provide information to the meeting but cannot vote; and they shall not present in the meeting during the session of voting for a resolution of such matter.

Article 18: The Committee and The Director shall not use their status or position to seek improper benefits for themselves or others, regardless whether they are the benefits related to the property or not. Also, they shall not accept any gifts, presents, a reception party, or any other benefits from other people in exchange of the benefits that may arise from the performance of their duties; except for the offers in accordance with the widely acceptable tradition.

Article 19: The Committee and The Director shall not take a position as the administrator or a person working for an agency running an affair competitively with the Institute; except for the case approved by the Chairperson of the Committee.

Part 4

Promotion of Practices of Code of Conduct

Article 20: The Committee and The Director shall take role to promote the Code of Conduct as follows.

- 1) Be a role model in complying with code of conduct of the Institute.
- 2) Enhance the persons working for the Institute to understand and behave themselves following the code of conduct defined by the Institute.
- 3) Ensure an environment favorable for raising a suspicious issue for discussion and determining a conclusion together.

Article 21: The Director shall be responsible for prescribing the code of conduct for the persons working for the Institute and the persons designated to execute a mission under the authority of the Institute in a way consistent with this Regulations.

Part 5

Enforcement

Article 22: In case that there is a complaint or it is evident that The Director violates this Regulations; The Committee shall take responsibility to consider taking an action.

In case that there is a complaint or it is evident that any member of The Committee violate this Regulations, the remaining members of The Committee shall take responsibility to consider taking an action.

Article 23: To execute the action mentioned in Article 22, the responsible persons shall appoint an Investigation Committee consisting of at least three but not exceed five members to execute the investigation.

Article 24: Upon completion of the investigation mentioned in Article 22 and there is no evidential fact suggesting the violation of this Regulations, the responsible persons shall proceed under Article 22 to dismiss the case. On the other hand, if there is an evidential fact suggesting the violation; the responsible persons shall proceed under Article 22 to issue an order for punishment.

Article 25: The order issued by the responsible persons under Article 22 shall be regarded as final; except for the case that an eventual fact emerges on a later date, which may lead to a change in such order.

Part 6 Punishment Procedure

Article26: After the investigation is done and an order for punishment has been issued under Article 24, the Institute shall manage to execute the punishment in accordance with such order within no time.

Article27: Whether the violation of this Regulations is regarded as a serious misconduct or not; it should be considered based on the behavior of the violation, the intention to violate, motivating factors, the environment of the incident of the case, the unfavorable results from the violation, and any other causes worth considering.

Article28: In case that the violation of this Regulations is not a disciplinary or criminal offense, appropriate action shall be taken for each given case in favor of proper resolving or correction; or it may be taken into consideration for appointing the person, assigning to a position, or removing from a position, as the case may be.

Article29: In case that there is a problem arisen from the execution of this Regulations, the Committee shall use its discretion to make final judgment.

Announced on: the 10th of August 2019

(Mr. Theerapol Topanthon)
Chairperson of HAI Committee