

## Preamble

The mission of NAHRI is to enhance the revenue integrity profession through standards, advocacy, networking, and the promotion of shared knowledge and resources.

NAHRI is more than the National Association of Healthcare Revenue Integrity; it is also the acronym for the values of our association:

- **Nurturing**—education, edification, and support for revenue integrity professionals
- **Accountable**—personal and professional commitment to support revenue integrity
- **Honest**—straightforward approach to work and interactions with others
- **Respectful**—conduct with consideration of diversity of people as well as viewpoints
- **Innovative**—meeting current and future challenges with creativity

The NAHRI Code of Conduct is based on core values and ethical principles that professionals can aspire to and use when making a decision or choosing a course of action.

Revenue integrity professionals should embrace their responsibility to continuously improve their organization's revenue cycle through minimizing waste of resources and ensuring appropriate reimbursement for services provided.

## Nurturing

Revenue integrity professionals should strive to maintain competency and currency in knowledge, skills, and abilities critical to the profession. Upon their own initiative, revenue integrity professionals should be devoted to continuous self-development through disciplined and intense study of issues and trends impacting the business of healthcare. Education and ongoing support of one another are fundamental to the success and culture of the profession.

Revenue integrity professionals shall:

- Remain current on all pertinent laws and regulations
- Be committed to professional development by maintaining credentials/certificates and seeking opportunities for education and training, and encouraging others to do the same
- Seek out thought leadership opportunities by volunteering for boards and committees, serving as speakers for live and online training and education, and acting as mentors

# NAHRI Code of Conduct

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- Demonstrate zero tolerance for any abuse of power that compromises patients
- Base all actions on the belief that clinical and nonclinical areas must work together to benefit the patient and the organization

## Accountable

Revenue integrity professionals should maintain attention to detail, consistency, objectivity, and a sense of urgency in executing revenue integrity projects and programs. An ability to admit mistakes, accept constructive feedback, and maintain professionalism under pressure in a rapidly changing environment is crucial to success.

Revenue integrity professionals shall:

- Meet agreed-upon deadlines, share responsibility, and step up to support their organization
- Model accountable behavior inside and outside of their organization
- Comply with all laws and regulations pertaining to healthcare management
- Interact with others in a mindful and respectful way that causes no harm
- Foster an environment where individuals are not afraid to admit mistakes, because mistakes can be learning opportunities
- Stay current on the billing, charging, compliance, and accounting rules set forth by their organization

## Honest

Honesty is essential to revenue integrity. Failing to be honest in reporting problems and results, whether good or bad, does a disservice to one's organization and the profession. History is rich with examples of how a lack of honesty and integrity proved to be far costlier than simply providing the truth.

Revenue integrity professionals shall:

- Model honest and ethical behavior
- Conduct professional activities with honesty, integrity, respect, and good faith in a manner that reflects well upon the profession
- Avoid the improper exploitation of professional relationships for personal gain
- Avoid and, where appropriate, disclose conflicts of interest
- Be honest with themselves and others
- Promptly report negative findings or negative financial impacts

## Respectful

Revenue integrity professionals should be mindful that respect is a two-way exchange—by showing a lack of respect for others, professionals will invite a lack of respect for themselves and their organization. All communications with others must be kept professional regardless of emotion, heated opposition, or inflammatory rhetoric used by others.

Revenue integrity professionals shall:

- Show respect in written and oral communication even when faced with an opposing view
- Share information with other professionals, as permitted by law, to expand their skills and knowledge
- Engage with others in a professional manner regardless of title, status, or viewpoint
- Respect professional confidences
- Refrain from participating in any activity that demeans the credibility and dignity of the revenue integrity profession
- Refrain from pushing beliefs on others
- Foster an environment where professionals are comfortable bringing concerns to the table without fear of a negative response or exaggerated reactions

## Innovative

Revenue integrity professionals should lead their organizations in combating complacency, taking nothing for granted in an ever-changing environment. Successful revenue integrity professionals relentlessly seek new ways of improvement, yet maintain devotion to the fundamentals of revenue integrity, careful to thoroughly test new ideas.

Revenue integrity professionals shall:

- Bring innovative approaches to the association and profession
- Encourage and participate in public dialogue on healthcare policy issues and advocate solutions that will improve health status and promote quality healthcare
- Brainstorm with peers from a place of openness rather than ownership
- Foster an environment of thinking outside the box to find new solutions to problems
- Actively seek new and better ways to do their work
- Display a willingness to try new processes or ideas, but recognize the inter-connectedness of healthcare processes and avoid changing a process without first checking with the appropriate persons

## How Do I Address Ethical Concerns?

**Reference** industry information and/or resources from reliable organizations related to your concern.

**Approach** your departmental leadership with your concern and ask for clarification regarding any associated processes or procedures.

**Follow** your organizational process for escalating any concerns within your organization. Some departments/contacts that may be helpful include compliance, privacy, HIM/coding, and quality and patient safety.