

Primary Care Asthma & COPD Program (PCAP) Code of Conduct

Purpose

The PCAP Code of Conduct establishes shared expectations to support a respectful, collaborative, and high-performing environment across all partners. It is intended to enable effective communication, strengthen relationships, and ensure alignment in delivering high-quality, patient-centered care.

Guiding Principles

All PCAP participants are expected to:

1. Act with Respect and Professionalism

- Engage with colleagues in a respectful, courteous, and constructive manner
- Value diverse perspectives and experiences
- Foster a psychologically safe environment where all voices can be heard

2. Support Open and Constructive Communication

- Encourage questions, clarification, and knowledge sharing
- Provide feedback in a constructive and solution-oriented way
- Address concerns through appropriate channels and in a timely manner

3. Maintain Role Clarity and Accountability

- Respect defined roles, responsibilities, and decision-making structures within PCAP
- Work within agreed-upon governance processes
- Take ownership of responsibilities and follow through on commitments

4. Focus on Solutions and Continuous Improvement

- Approach challenges with a problem-solving mindset
- Contribute to identifying barriers and advancing best practices
- Support a culture of learning and continuous improvement across sites

5. Foster Collaboration and Alignment

- Work collaboratively across sites and partners to achieve shared goals
- Prioritize program objectives
- Support alignment with PCAP priorities, evidence-based practices, and program direction

6. Uphold Integrity and Professional Responsibility

- Act in the best interest of patients and the program

- Maintain confidentiality and appropriate use of information
- Represent PCAP professionally in all interactions

Application

This Code of Conduct applies to all individuals participating in PCAP, including:

- Coordinators
- Site Leads
- Advisory and Executive Committee members
- The Medical Director
- Lung Health Foundation staff

Addressing Concerns

Concerns related to conduct should be:

- Raised in a timely and respectful manner
- Directed through appropriate channels
- Addressed with a focus on resolution and maintaining a constructive working environment

Commitment

All PCAP participants are expected to uphold this Code of Conduct to ensure a collaborative, respectful, and effective program environment that supports high-quality care and continuous improvement.