Our Values and Ethics at Work

Training Course
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Welcome to the *Our Values and Ethics at Work* Web-based education course. Catholic Health Initiatives (CHI) has a distinctive culture based on our core values of Reverence, Integrity, Compassion and Excellence. To support these values, the Corporate Responsibility Program (CRP) is designed to help all employees apply our core values and make ethical decisions during our work day.

As our organization continues to evolve, each of us will help shape our culture by acting in accordance with our core values. We all have a personal and corporate responsibility to behave ethically and can use our core values as a foundation to help guide our daily behavior.

This course will help you better understand how the CRP, standards of conduct, core values and the cultural attributes under each core value shape our distinctive culture.

When you have completed this course you will be able to:

- Explain how CHI’s core values and your corporate responsibility impacts your day-to-day work.
- Define each CHI core value.
- Identify behaviors that convey our core values and help us make ethical decisions.
- Describe the resources available to support an ethical culture.
Course Structure

This course is divided into the following Segments:

- About this Course
- Corporate Responsibility Program
- Reverence
- Integrity
- Compassion
- Excellence
- Resources
- Course Summary and Credit
Glossary Terms

You can view a list of glossary terms by accessing the Glossary page located at the end of this course.

Words that show a blue and underlined hyperlink are defined in the course glossary. This is an example of a glossary term.
Getting Credit

This course will assist employees in recognizing ways to incorporate the CHI core values and CRP into day-to-day work activities. To ensure you understand this information, you are required to complete a final test at the end of the course. You must answer all 10 questions and receive a score of 80% or better to receive credit. Please complete all sections of the course before taking the final test.
Corporate Responsibility Program
Introduction and Objectives

We all have a personal and corporate responsibility to behave ethically and appropriately in our workplace. At times, it may be difficult to know the right answer for a specific situation. CHI provides many tools and guidelines to help you make ethical decisions during the work day. In this segment, you will learn about the Corporate Responsibility Program (CRP) and some of the tools available to promote ethical decision making in our organizations.

In this segment you will review the following topics:

- Catholic Health Initiatives Framework
- Definition and goals of CRP.
- Standards of Conduct.
- Fraud and Abuse.
- False Claims Act.
- CHI’s Reporting Process.
- Responsibility of Employees and Management.
Catholic Health Initiatives Framework

The mission, vision and core values serves as the foundation or framework of CHI. This framework helps to answer such key questions as, why do we exist, how do we live our values, and how do we measure our progress? Most importantly, the framework underscores how our standards of conduct, mission, vision and values, are integrated into everything we do at CHI.
Definition and Goals

The CRP is a system-wide program designed to provide guidelines, education and tools to help us make ethical decisions. CRP is based on our core values of Reverence, Integrity, Compassion and Excellence and demonstrates our core values by assisting us to:

- Develop a culture that promotes ethical behavior and follows applicable rules and regulations.
- Help resolve ethical issues in the workplace.
- Resolve concerns related to ethics, compliance or policies.
- Help in understanding CHI policies and regulations.

CRP also provides tools such as the *Our Values and Ethics at Work Reference Guide* to help us in our day-to-day decisions.

The primary goals of the CRP are threefold: Prevent, Detect and Correct.

- **Prevent**: Prevent wrongdoing. This includes failure to follow laws, regulations and policies, including the standards of conduct and CHI policies and procedures.
- **Detect**: Detect any wrongdoing so it can be corrected immediately.
- **Correct**: Correct wrongdoing while taking steps to ensure it does not occur again.

Now that you know what the CRP is, let’s look at some of the elements and guidelines of the program.
Standards of Conduct

A key element of the CRP is the standards of conduct. The Standards of Conduct represent the foundation upon which we conduct our activities, hire and retain qualified staff, and provide quality care and services to our patients.

STANDARDS OF CONDUCT

Our Values and Ethics at Work Reference Guide describes our standards of conduct as practical applications of our core values and cultural attributes. All board and committee members, officers, employees, volunteers, medical staff and others working with Catholic Health Initiatives and its organizations must act in accordance with the following standards of conduct:

1. Exercise good faith and honesty in all dealings and transactions.

2. Create a workplace that fosters community and honors and cares for the dignity, safety and well being of all persons in mind, body and spirit.

3. Maintain a high level of knowledge and skill among all who serve in order to provide high quality care and safety.

4. Observe all laws, regulations and policies that govern what we do.

5. Maintain the integrity and protect the confidentiality of patient, resident, employee and organizational information.

6. Avoid conflicts of interest and/or the appearance of conflicts.

7. Use our resources responsibly.
The main objectives of these standards are to:

- Create an environment where employees, patients and residents are valued.
- Communicate our commitment to comply with all laws, regulations, standards of care, and ethical business practices.
- Inform employees of the basic legal principles and standards of behavior expected in the workplace.
- Ensure that employees share responsibility for promoting compliance.
- Provide quality care and services to our patients.
Fraud, Abuse and the False Claims Act

To support the CRP goals of prevent, detect and correct, you must know the difference between fraud and abuse and what to do if you suspect wrongdoing.

What is Fraud?

- False statements or misrepresentation of facts in order to obtain payment or other benefit to which we are not entitled.
- Can be for our own benefit or for another party.
- Must be knowing, willful and intentional.
- May involve sanctions and financial penalties.

What is Abuse?

- Practices that result in unnecessary medical services, or increased costs.
- Practices not consistent with professionally recognized standards.
- Unfair or unreasonable prices.
- Restriction of patient choice.
What is the False Claims Act?

In health care, the federal False Claims Act (FCA) covers fraud related to claims paid by any federal or state program such as Medicare and Medicaid.

Under the **False Claims Act**, it is a violation to:

- Knowingly present or cause to be submitted a false claim/bill for payment to the government.
- Knowingly use a false record or statement to obtain payment on a false claim.
- Plan to defraud the government by submitting a false claim for payment.

Examples of violations include:

- Submitting a false claim for payment.
- Causing a false claim to be submitted for payment.
- Using a false medical record or statement to get a claim paid.
- Working with others to get a false claim paid.
- Using a false record to conceal, decrease, or avoid an obligation to the government.

The False Claims Act is one of the most effective tools in fighting Medicare and Medicaid fraud and abuse. The statute states that a person or facility that violates the FCA may be required to repay up to three times the amount of the payment received for the false claim plus a mandatory penalty.
CHI’s Reporting Process

To combat fraud and abuse or to ask questions, a no retaliation policy has been established which allows employees to report problems or concerns in good faith without fear of retaliation. In good faith means that the reporting employee believes that a problem exists and the information reported is true. In other words, it is okay to report an issue even if the concern turns out to be a false alarm.

Reporting Concerns

All of us associated with Catholic Health Initiatives (CHI) have a responsibility to behave ethically and appropriately. However, health care issues can be complex and sometimes the “right” way to act is unclear. Support for ethical decision-making is always available to CHI employees through CHI’s Our Values and Ethics at Work Reference Guide.

As an organization and as individuals, we are responsible for promptly reporting potential violations of law, regulation, policy or procedure. You are protected from retaliation if you make a good-faith report, complaint or inquiry. The CHI reporting process is as follows:

- Speak with your supervisor or another manager.
- If a manager/supervisor is not available, or you are not comfortable speaking with him or her, or you believe the matter has not been adequately resolved, contact your human resources representative or your local corporate responsibility officer.
- If you want to report a concern anonymously you have two options:
  1. Call the Ethics at Work Line phone number at 1-800-261-5607.
2. File your report using the Internet at www.ethicspoint.com: Click on “File a New Report” and enter Catholic Health Initiatives in the “Enter Organization Name” box and submit. You will be directed to the CHI client site.

Both of these confidential reporting options are available 24 hours a day, seven days a week. Reports made by phone or the Internet are received by trained staff who document and forward information to your local and/or national corporate responsibility officer for appropriate action. These reports are not traced or recorded. You may remain anonymous if you wish. If you choose to identify yourself, there is no guarantee that your identity will remain confidential. However, when you identify yourself it is easier for the corporate responsibility officer to provide you with a direct response.

Employees and others are encouraged to use these procedures as needed to make the right decisions and support others in doing the same. CHI employees should promptly report any possible violation of law, regulation or policy by using the above reporting process. Remember, we want to “Prevent, Detect and Correct.” For more details, refer to the Our Values and Ethics at Work Reference Guide.
**Responsibilities of Employees and Management**

All CHI employees are expected to demonstrate proper behavior using common sense and good judgment. A violation of CHI standards of conduct or CHI policies could compromise our integrity and reputation. A violation may also result in disciplinary action, up to and including termination. Compliance is the responsibility of **ALL** employees, including management. Following is a list of responsibilities of employees and management.

<table>
<thead>
<tr>
<th>Responsibilities of All Employees:</th>
<th>Responsibilities of Management:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Follow all laws, regulations, and policies within the scope of your responsibility.</td>
<td>• Know about, understand and follow all laws, regulations and policies within the scope of your responsibilities.</td>
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<tr>
<td>• Ask questions.</td>
<td>• Know the procedure for reporting violations.</td>
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<tr>
<td>• Know the procedure and report actual or suspected violations.</td>
<td>• Encourage others to ask questions and to report actual or suspected violations.</td>
</tr>
<tr>
<td>If you do not follow these responsibilities, you may be subject to disciplinary action up to and including termination.</td>
<td>• Take steps to ensure employees do not fear or experience retaliation.</td>
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<td></td>
<td>• Maintain the employee’s confidentiality.</td>
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<td>• Collect accurate information regarding an employee’s report.</td>
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<td></td>
<td>• Follow proper procedures to ensure that a report can be further investigated.</td>
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<tr>
<td></td>
<td>• Inform the employee that you have followed through on his or her report.</td>
</tr>
<tr>
<td>If you do not follow these responsibilities, you may be subject to disciplinary action up to and including termination.</td>
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</table>

Use the following scenarios to see these responsibilities in action.
Scenarios

Review the following scenarios to see how the core values, standards of conduct and your corporate responsibility can impact everyday decisions. These scenarios portray real-life situations at hospitals and health care systems throughout the country.
Gifts and Gratuities

Scenario

You are a nurse providing care to a patient who has received a large number of gifts, including flowers, candy, vases and crystal. Today the patient expressed great appreciation for the care given by you during her hospital stay. The patient offers the gifts to you. You realize the items are worth at least $150.00. You do not wish to insult the patient by refusing the gifts, but you are uncomfortable with accepting the gifts.

Comments

This is a common situation. Many times people want to express appreciation for service that is provided. In fact, most people in the service industries depend on tips (waiters, cab drivers, etc.). However, as an employee of our organization, our job includes treating all patients and residents in a courteous manner without the expectation of receiving gifts or gratuities.

The Our Values and Ethics at Work Reference Guide provides guidance for accepting gifts of minimal value. Candy and flowers are usually of minimal value and could be shared with others in your department or unit. The remaining gifts, the crystal and vases, would have to be declined. You may also direct the patient to donate the gifts to the hospital Foundation.

For more information, refer to Our Values and Ethics at Work Reference Guide Conflicts of Interest and CHI’s Reporting Process.
I Need to Know

Scenario

Your job requires you to have knowledge about patients. Over the weekend, you get a call from a good friend who says she heard a close friend of both of yours was seen at your hospital and subsequently transferred to another hospital. She is concerned and asks you to tell her about your mutual friend’s condition. You trust your friend and have no reason to doubt her motives; in fact, you think the release of information would be consistent with what your mutual friend would want. Should you release the information to your friend?

Comments

This is a common situation but there are serious consequences for misusing or inappropriately disclosing patient health information. Such disclosures could not only violate our patients’ rights to privacy and confidentiality, but could also result in a violation of federal and/or state law, such as the Health Insurance Portability and Accountability Act (HIPAA). At CHI, we stress the privacy and confidentiality of patient information which reinforces the HIPAA Privacy Regulations.

In this case, you should simply tell your friend that you cannot disclose any patient information, and that she should contact the patient or patient's family member directly.

For more information, refer to Our Values and Ethics at Work Reference Guide Confidential Information and CHI’s Reporting Process.
Poor Documentation

Scenario

You are a new employee working in the coding department. You have noticed that one group of physicians consistently provides poor medical record documentation. This makes it difficult to apply the appropriate diagnosis and procedure codes. You have been told that when this occurs, you should seek clarification from the physician. This extra step takes additional time and holds up the coding process. What should you do?

Comments

We should always strive to include the appropriate codes that match the true and documented diagnosis of the patient and procedures performed. By not listing accurate codes, you are submitting a false claim. This type of activity done on a continued basis could trigger a fraud investigation by the government.

As the employee, you should contact the physician for further documentation and clarification if necessary. In addition, discuss the matter with your supervisor or manager. The bottom line is we always want to submit accurate claims.

For more information, refer to Our Values and Ethics at Work Reference Guide, Coding and Billing, Documentation Standards and CHI’s Reporting Process.
In this segment, you learned that the CRP is a system-wide program designed to help you make ethical decisions by providing guidelines, education and tools. The CRP is based on the core values of Reverence, Integrity, Compassion and Excellence. The three primary CRP goals are to Prevent, Detect and Correct.

A key element of the CRP is the standards of conduct. Our standards of conduct are practical applications of our core values and cultural attributes. By following these standards, you are promoting corporate responsibility during your work day.

The CRP also provides guidelines on reporting concerns and asking questions by using CHI’s reporting process. All CHI employees are expected to demonstrate proper behavior. The CRP provides the tools to assist you in the decision making process.

Now that you have an understanding of CRP, in the next segments you will learn how CHI’s core values of Reverence, Integrity, Compassion and Excellence support CRP and help shape the distinctive CHI culture.

"…an organization shall promote an organizational culture that encourages ethical conduct and a commitment to compliance with the law.”

Introduction and Objectives

The CHI core values statement is as follows:

_Catholic Health Initiatives’ core values of Reverence, Integrity, Compassion and Excellence define the organization and serve as its guiding principles. They are the roots or anchors from which all activities, decisions and behaviors follow._

Our core values are more than a written statement. They are the compass to help direct our actions and provide a place of connection where we can find meaning and purpose in our work.

To begin to understand each core value and how it relates to the Corporate Responsibility Program (CRP), you will review the core value definition and attributes and see how the core value can influence your daily decisions. You will start with the core value of Reverence.

In this segment you will:

- Summarize the definition of the core value Reverence.
- Identify the four attributes of Reverence – diversity, collaborative spirit, spirituality and stewardship.
- Review specific examples of Reverence and corporate responsibility displayed during a typical work day.
- Think about how you can display Reverence and corporate responsibility during your work day.
**Definition and Attributes**

The basis for everything we do at CHI is **Reverence**. Simply stated, Reverence is being kind to others, respecting diverse viewpoints and working together to bring out the best in everyone. We show our Reverence through the specific attributes of diversity, collaborative spirit, spirituality and stewardship.

**Reverence** - A culture of Reverence provides the foundation for who we are and what we do. Our sense of oneness with creation, with local communities and with those we serve improves our organizational performance. Our recognition of all life as a gift helps us to acknowledge God's presence and power in our healing ministry and to use limited resources carefully. Our business focus is that of healing relationships. Therefore, our daily work is not just to make a living but a ministry to make a difference in the lives of others.

**Diversity** - The culture of our organization is one in which a variety of people and various points of view are welcomed, respected and celebrated.

**Collaborative Spirit** - The culture of our organization is one in which collaboration, teamwork and partnerships are cultivated at all levels.

**Spirituality** - The culture of our organization is recognized as a “holy place,” one in which the nearness of God is tangible and visible. Spirituality also gives meaning and purpose to our work.

**Stewardship** - The culture of our organization is one in which the resources of the organization (human, financial, material) are considered as precious gifts entrusted to us.

CHI recognizes the value of its employees individually and collectively. Employees are our organization’s most valuable asset. We will treat our employees with respect and fairness. In doing our job, we will take responsibility for meeting or exceeding expectations and for doing the right thing.
Definition and Attributes (Cont.)

Doing the right thing means:

- Treating all employees the same regardless of race, color, age, sex, religion, disability or national origin.
- Not making sexual advances toward another employee.
- Observing and protecting the patient’s and other customer’s right to privacy and confidentiality.
- Guarding access to confidential business information.
- Using electronic communications appropriately and responsibly.
- Ensuring that our assets are used only for our health care mission, not for our personal business or benefit.
Examples of Reverence

A part of CHI’s unique culture is our core value of Reverence shown through the attributes of diversity, collaborative spirit, spirituality and stewardship. On the previous page, you learned the attribute definitions, however; we need to turn each attribute into an action to make Reverence and its tie to CRP come to life.

The question to ask is, “How can I make Reverence a part of my daily work?” Following are examples of how you can turn these attributes into actions.
Diversity

Example: During a regular work day, I will listen to my co-workers ideas.
Collaborative Spirit

Example: When I see an issue to resolve, I will work with my manager (or appropriate personnel) to develop a solution that is the right thing to do.
Spirituality

Example: During the work day, I will remember that life is a gift and acknowledge that we are committed to our healing ministry.
Stewardship

Example: I will use the materials given to me for my job wisely and not for personal benefit.
**Personalizing Reverence**

You have now reviewed the Reverence definition, its attributes and specific examples. Now think about how Reverence applies to your personal behavior and work life. To do this you are encouraged to evaluate your own work style and actions.

Consider the following statements and questions. Take your time and evaluate each item.

Think about how you may need to change or strengthen your current behavior.
Ponder Point #1

A culture of Reverence provides the foundation for everything we are and do. Our sense of oneness with creation, with local communities and with those we serve improves our organizational performance. One aspect of Reverence is Collaborative Spirit. Consider the following question.

When working with your co-workers, do you have a sense that you are all working towards the same goal? If not, what are some steps you can take to improve the awareness of the team goals?
Ponder Point #2

Our recognition of all life as a gift helps us to acknowledge God’s presence and power in our healing ministry and to use limited resources carefully.

Think about your behavior at work over the last two weeks. Name three specific actions you have done that support the statement above. Use the questions below to generate ideas.

- How have you shown kindness and respect in your interactions with coworkers?
- How have you used your work resources wisely?
Ponder Point #3

The following scenario is an example of an interaction that could be problematic.

You have a co-worker whose husband is operating his business out of the home. She mentioned that her husband upgraded his Word, Excel, and other software packages using your organization’s software. She doesn’t think this is a problem because there is no harm to anyone. You wonder whether there is a problem.

The guiding attribute here is stewardship. The primary concern is the fact that the employee has violated company policy by taking the software home for personal use. This activity is also a violation of federal software licensure laws. You should address this issue by using CHI’s reporting process.

For more information, refer to the Our Values and Ethics at Work Reference Guide, Protecting Our Assets.
To help reinforce your understanding of Reverence and its tie to CRP, answer the following multiple-choice questions. Think about how you might react in a similar situation and if you need to change your current behavior. Refer to the answer key following the Quiz to verify your understanding of the concepts.
Practice Quiz: Reverence Quiz

1. A co-worker, returning to work after being off is swamped with work and asks you to help her catch up. You help her during the work week to catch up. This is an example of:

   A. Diversity.
   B. Collaborative Spirit.
   C. Spirituality.
   D. Stewardship.

2. Several of your co-workers use the office computer to do their personal shopping on-line during work hours. You feel this is wrong because it is a violation of:

   A. Collaborative Spirit.
   B. Spirituality.
   C. Stewardship.
   D. Diversity.
1. **The correct answer is:** Working together to provide the best care possible is a part of our corporate responsibility. Helping a co-worker demonstrates the core value of Reverence specifically the collaborative spirit attribute.

2. **The correct answer is:** Being a good steward means using the resources we are given wisely not for personal benefit.
Summary

Remember the core values of Reverence, Integrity, Compassion and Excellence are the foundation of the CRP.

In this segment, you learned about the core value of Reverence. Reverence is respecting diverse viewpoints and working together to bring out the best in everyone. The attributes of Reverence are:

- Diversity
- Collaborative Spirit
- Spirituality
- Stewardship

Through the core value of Reverence, we can make a difference in the lives of those we serve.

"Working at St. Joseph has shown me that there can be faith and love in our daily work life. There is a calmness here that is due to the strong faith that lives in the corridors. You can feel it every day."

- Jeannie Gourgeot, St. Joseph Regional Health Network, Reading, Pennsylvania

This concludes the Reverence core value segment. In the next segment, you will expand your knowledge of the CHI core values and how they support CRP by learning more about Integrity.
Integrity
Introduction and Objectives

As shown in the previous segment, we began our discussion of the CHI core values with Reverence. Adding to Reverence is the core value of **Integrity**.

Today’s society is very complex and health care organizations must be proactive in pursuing an ethical culture. CHI has many ways to integrate ethical concerns into the workplace. For example, we have clinical ethics committees at every facility that work to promote respect for life across the continuum of care.

In addition to the work of clinical ethics committees, senior management is responsible for promoting organizational ethics. One dimension of this is the Corporate Responsibility Program (CRP) which demonstrates our commitment to live out the core value of Integrity in our words, actions and structures. It expands our compliance efforts beyond compliance of the law by promoting a culture of ethical behavior and values.

In this segment you will:

- Summarize the definition of the core value Integrity.
- Identify the three attributes of Integrity – open communication, ethics integration and humility.
- Review specific examples of Integrity and corporate responsibility displayed during a typical work day.
- Think about how you can display Integrity and corporate responsibility during your work day.

"One must not only have to know the right thing to do, one must also have the moral fortitude to do it."

- Norman Augustine, Former Chair, Lockheed Martin
Definition and Attributes

What does it mean to have a culture of integrity?

<table>
<thead>
<tr>
<th>The Webster dictionary defines integrity as:</th>
<th>CHI further defines integrity as:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Strict adherence to a standard of value or conduct</td>
<td>• Moral wholeness</td>
</tr>
<tr>
<td>• Personal honesty and independence</td>
<td>• Soundness</td>
</tr>
<tr>
<td>• Completeness, unity</td>
<td>• Uprightness</td>
</tr>
<tr>
<td>• Soundness</td>
<td>• Honesty</td>
</tr>
<tr>
<td></td>
<td>• Sincerity</td>
</tr>
<tr>
<td></td>
<td>• Trustworthiness</td>
</tr>
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<td></td>
<td>• Openness</td>
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At CHI integrity means being open and honest in all our interactions at both an individual and corporate level. We show our Integrity through the specific attributes of open communication, ethics integration and humility.

**Integrity** – A culture of Integrity characterizes the behaviors of people called to relationships that heal. Open communication, ethical decision-making and humility are consistently demonstrated and encouraged. Not only is doing the right thing simply how we do business and deliver care, but our communications reveal our commitment to truth telling and to how we see ourselves through the eyes of others.

**Open Communication** – The culture of the organization is characterized by open and honest, two-way communication.

**Ethics Integration** – The culture of the organization demonstrates high ethical standards of conduct and consistency in doing the right thing.

**Humility** – The culture of our organization is committed to serving others. This is seen in the behaviors of servant leaders who are dedicated to the common good and to the service of others.

Corporate responsibility is about doing the right thing. **Doing the right thing means:**

• Being familiar with the laws, regulations, policies and procedures that affect your job.
• Asking questions if you are not sure what you are supposed to do.

• Promptly reporting potential violations of any law, regulation or the standards of conduct through the appropriate process.
Examples of Integrity

Because of our commitment to our mission and core values, we attract, retain, and develop the best and the brightest people in our workforce. As a result, we are credible in the eyes of co-workers, business partners, local communities and especially our patient/resident “customers.”

Each of us is encouraged to work everyday to maintain our standard of Integrity. At times, it may be difficult to know the best answer to a specific situation. To help better understand how Integrity fits into your daily work, review the examples below of the attributes open communication, ethics integration and humility.

The following are examples of each Integrity attribute.
Open Communication

- We truly listen to each other and to our patient/resident “customers.”
- Leaders hold forums (town hall meetings, brown bag lunches, etc.) to provide information and gather employee perspectives/feedback.
- Employees are encouraged to ask questions when concerns arise.
- Employees are not retaliated against when reporting problems or concerns in good faith.
Ethics Integration

- All levels of the organization demonstrate doing the right thing.
- The Corporate Responsibility Officer/Program offers education for all employees and promotes awareness.
- Employees know what to do when faced with an ethical decision and are informed about CHI’s reporting process.
- Leaders and clinical staff make decisions based on CHI’s core values and ethical principles by using CHI’s Discernment Process.
Humility

- We have a sense of service to others as shown through our attention to team member and customer satisfaction.
- Our leaders encourage interpersonal relationships by walking around, visiting service areas, etc.
- We recognize contributions and celebrating our shared success.
As you have seen, integrity is about a person’s character and the character of the company. The integrity of the company is defined by the actions of its employees. That means that each one of us needs to be aware of our actions and determine if we are acting in accordance with CHI’s core values and the CRP. Use the questions and statements on the following pages to evaluate your work habits as they relate to the core value of Integrity.

Consider the following statements and questions. Take your time and evaluate each item.

Think about how you may need to change or strengthen your current behavior.
Ponder Point #1

Ask yourself these questions when faced with difficult situations or when questions or concerns arise in the workplace:

- Do I communicate with honesty and truthfulness?
- Do I have all the facts?
- If I need more information, how do I find it?
- Who is affected?
- What are the possible consequences?
- Who can help me?
- How would it look if on the front page of the newspaper?
- Will it reflect negatively on the organization?
- Is doing nothing the best decision?
- Will I feel good about what I did or didn’t do about the problem?
- Does it keep me awake at night?
- Are my actions based on ethical decision making and the CHI core values?
New employees at CHI have the opportunity to participate in an orientation program. This program orients employees to CHI’s culture based on our core values and standards of conduct. Think about how you would answer the questions below. Do your answers follow with the CHI core values and CRP?

- Do I openly role-model Integrity in all my actions?
- Do I make ethical decisions by weighing all stakeholders’ points of view?
- Do I make ethical decisions regardless of cost or difficulty?
- Have I been truthful even in challenging situations?

Organizations that operate in integrity create a willingness in people to trust and follow them. We begin by setting the example. Only then can we make a difference in leading others.
**Integrity Quiz**

To help reinforce your understanding of Integrity and its tie to CRP, answer the following multiple-choice questions. Think about how you might react in a similar situation and if you need to change your current behavior. Refer to the answer key following the Quiz to verify your understanding of the concepts.
Practice Quiz: Integrity Quiz

1. I make an honest mistake at work. A co-worker identifies the error and asks me about it. How should I respond?
   
   A. Deny it.  
   B. Put blame on someone else.  
   C. Acknowledge my mistake and take immediate corrective action.  
   D. Convince co-worker she is wrong.

2. In performing your daily tasks, you come across a situation that you have not dealt with before and are unsure how to proceed; what should you do?
   
   A. Do what you think is correct.  
   B. Ask your supervisor for guidance.  
   C. Ask whoever is near you.  
   D. Ignore it.

3. You strongly believe a co-worker is documenting procedures that were not performed. When you ask him why he is doing this he says "These procedures don't change the charging process so it doesn't matter how I document in the record." What should you do?
   
   A. Speak with your supervisor.  
   B. Speak with your local Corporate Responsibility Officer.  
   C. Call the Ethics at Work Line.  
   D. Any of the above.

4. If a patient/resident voices a complaint or concern, what should you do?
   
   A. Wait until you have time to address the concern.  
   B. Take immediate action by investigating the situation, informing your supervisor and responding to the patient with the corrective action or plan.  
   C. Ask someone else to handle the concern since you do not like to handle patients who have voiced a complaint.  
   D. Just assume the patient is being picky so you decide to wait a few days before taking any action.
1. **The correct answer is:** Acknowledge my mistake and take immediate corrective action. Being able to admit you are wrong and correct the action shows a humble spirit and the desire to do what is right.

2. **The correct answer is:** With open communication in our organizations, we can all learn from each other and improve our quality of care. It is okay to ask questions when we are unsure of the right action or decision.

3. **The correct answer is:** We are continually called to do the right thing and must show high ethical standards for all tasks. We must speak up if we see or discover something that does not seem ethically right.

4. **The correct answer is:** Take immediate action by investigating the situation, informing your supervisor and responding to the patient with the corrective action or plan. With our sense of service to others, you should take action immediately and behave in a manner that sustains the public's trust and reinforces our reputation.
In this segment, you increased your understanding of the CRP and the core value Integrity. Integrity refers to both the character of the individual and the company. Integrity is about doing the right thing and being open and honest in all of our interactions. The attributes of Integrity are:

- Open communication
- Ethics integration
- Humility

The core value of Integrity means being open and honest in all of our interactions. A large part of CRP is the integrity of our employees and their role in supporting the primary CRP goals of prevent, detect and correct.

“Always do right. This will gratify some and amaze the rest.”
- Mark Twain

This concludes the Integrity core value segment. In the next segment, you will expand your knowledge of the CHI core values and how they support CRP by learning more about Compassion.
Compassion
Introduction and Objectives

Adding to the core values of Reverence and Integrity is Compassion. The practice of Compassion calls each of us to care for the feelings, experiences and needs of others, even when they differ from our own. This involves paying attention to the whole person: body, mind and spirit. A culture of Compassion also includes considering the interests and needs, not only of the individual, but of the community and the “common good.” Compassion sets us apart and supports our corporate responsibility.

In this segment you will:

- Summarize the definition of the core value of Compassion.
- Identify the four attributes of Compassion – common good, holistic approach, sensitivity and advocacy.
- Review specific examples of Compassion and corporate responsibility displayed during a typical work day.
- Think about how you can display Compassion and corporate responsibility during your work day.
**Definition and Attributes**

We show our culture of Compassion by caring for the whole person, our commitment to the common good and our outreach to the most vulnerable. Compassion is the ability to feel someone else’s joy and sorrow.

We are constantly working to transform the way health care is delivered and accessed. Compassion is one of the keys to this goal. With this in mind, we show our Compassion through the attributes of common good, holistic approach, sensitivity and advocacy.

**Compassion** – A culture of Compassion characterizes our care for the whole person, our commitment to the common good and our outreach to the most vulnerable. Our work demonstrates an ability to feel the needs of others and a commitment to act always in the best interests of all stakeholders.

**Common Good** – The culture of our organization is one of consistent commitment to the common good, for example, to the long-term, best interests of all stakeholders.

**Holistic Approach** – Our organization demonstrates its commitment to the Catholic heritage of care for the whole person by providing care delivery that is personalized, comprehensive and collaborative.

**Sensitivity** – Sensitivity is the ability to empathize with another’s needs or feelings and to respond appropriately.

**Advocacy** – Our organization’s culture is characterized by proactive efforts to advocate on behalf of any who are disadvantaged, voiceless, or deprived of access, including employees and local or international communities.
Examples of Compassion

Daily acts of Compassion are evident at every CHI facility. References to many of these acts can be found in CHI’s Sacred Stories booklets. Just like Reverence and Integrity, Compassion is a part of our daily work life and supports CRP. Review the examples below to view how Compassion is demonstrated based on the attributes of common good, holistic approach, sensitivity and advocacy.

The following are examples of each Compassion attribute.
Many CHI employees volunteer personal time to work outreach programs that benefit the poor and underserved. Examples include volunteering to work at community health fairs or feeding babies in the hospital nursery.
Holistic Approach

- Employees are present in body, mind and spirit as they listen to patients, family of patients and coworkers.
Sensitivity

- The organization has processes for relationship-building among employees, physicians, etc. which include one-on-one communication, regular practice of reflective listening and expressing feelings with tact.
Advocacy

The organization participates in advocacy efforts on behalf of the disadvantaged, voiceless or others deprived of access to care at the local, state and national levels.
Now that you have seen the examples and attribute definitions of Compassion, think about how you show Compassion on a daily basis. How is the core value of Compassion demonstrated through corporate responsibility? You are encouraged to evaluate your own behavior and actions by reviewing the following points.

Consider the following statements and questions. Take your time and evaluate each item.

Think about how you may need to change or strengthen your current behavior.
Ponder Point #1

When participating in work-related decisions, do I listen reflectively to the needs expressed by others and consider them as valid input, even if they reflect very different reasoning from my own?
Do I appreciate the important contribution that other disciplines (both clinical and ancillary) make in the care of patients and in making our organization a workplace of choice? Does this appreciation and respect show in my interactions with others in my workplace, regardless of position or title?
Ponder Point #3

Do I care enough about the people in my local community and nation, whose health care needs are under-served or not served at all, to contribute in the ways I can to advocate for them?
Compassion Quiz

As you have seen, Compassion characterizes our care for the whole person. Like Reverence and Integrity, Compassion is one of the characteristics that makes CHI unique and helps to create our distinctive culture.

To help reinforce your understanding of Compassion and its tie to CRP, answer the following multiple-choice questions. Think about how you might react in a similar situation and if you need to change or strengthen your current behavior. Refer to the answer key following the Quiz to verify your understanding of the concepts.
Practice Quiz: Compassion Quiz

1. Which of the following brief definitions best describes the core value of Compassion within the context of Catholic Health Care ministry?

   A. A culture of Compassion characterizes our care for the whole person.
   B. A culture of Compassion characterizes our concern for the common good.
   C. The practice of Compassion requires that we reach out to the most vulnerable ones, including the underserved, in our community and world.
   D. All of the above.

2. My participation in the practice of Compassion in the workplace might look most like which of the following behaviors:

   A. In my daily responsibilities, I continuously work on improving my performance.
   B. I appreciate and respect the important contributions that other disciplines make in the care of patients and in the life of my workplace.
   C. I show up on time, faithfully attend all meetings that I am accountable for and work hard each day.
   D. I double check all of my co-workers tasks because in the past they have left tasks undone or did not complete to my satisfaction.
1. **The correct answer is:** The core value of Compassion is characterized by our care for the whole person, concern for the common good and outreach to those most vulnerable or underserved. Caring for the common good is a part of our corporate responsibility and supported by the CRP.

2. **The correct answer is:** I appreciate and respect the important contributions that other disciplines make in the care of patients and in the life of my workplace. Part of Compassion is taking a holistic approach to care and other disciplines help to ensure we are caring for the whole person.
Summary

In this segment, you learned about the core value of Compassion and how it supports our corporate responsibility to care for the common good. Compassion calls us to be person-centered and to care for the feelings, experiences, and needs of others, even when they differ from our own. The attributes of Compassion are:

- Common Good
- Holistic Approach
- Sensitivity
- Advocacy

Compassion is the will to extend myself for the good of others. Compassion means showing in my words and actions each day that I hold sacred the dignity of every human being and the common good of the community in which I serve.

This concludes the Compassion core value segment. In the next segment, you will review information about the final core value Excellence and how it supports CRP.
Excellence
Introduction and Objectives

Our final core value is **Excellence**. Part of creating our distinctive culture requires each of us to understand how our role contributes to the success of CHI. It also requires us to incorporate the core values of Reverence, Integrity, Compassion and Excellence into our daily work. These core values support our Corporate Responsibility Program (CRP) so that we can all strive to make ethical decisions.

In this segment you will:

- Summarize the definition of the core value Excellence.
- Identify the five attributes of Excellence – strategic focus, accountability, continuous improvement, learning organization and innovation.
- Review specific examples of how Excellence and corporate responsibility are displayed during a typical work day.
- Think about how you can display Excellence and corporate responsibility during your work day.
**Definition and Attributes**

At CHI, the core value of Excellence means doing our best work, providing quality care and service and achieving our goals. To be excellent, we must set and accomplish goals that are challenging yet realistic. By setting and achieving positive goals, we find new and better ways of delivering care, managing resources and meeting community needs.

We show Excellence through the attributes of strategic focus, accountability, continuous improvement, learning organization and innovation.

**Excellence** – A culture of Excellence characterizes high-performing organizations that strive to deliver the best quality care and to meet or exceed organizational goals. In achieving clinical, strategic, operational and cultural priorities, our employees set and accomplish goals that are challenging yet realistic. Each person benefits from the wisdom and strength of the whole organization. Better ways of delivering care, managing resources and meeting community needs consistently energize all of us.

**Strategic Focus** – Our organizational culture is characterized by alignment of goals and plans at all levels, including alignment with national goals and plans to achieve results.

**Accountability** – Our organizational culture is one in which everyone knows what is expected of them and is held accountable for their performance and actions.

**Continuous Improvement** – Our culture is one of consistent dedication to finding ways to improve work processes, service excellence and quality care delivery.

**Learning Organization** – Our culture includes a passion for developing potential, sharing wisdom and knowledge and life-long learning.

**Innovation** – A spirit of innovation is taking risks and trying new things.
Examples of Excellence

When we add Excellence to the core values of Reverence, Integrity and Compassion we have truly created a foundation that enables us to acknowledge our mission and vision and advance God’s healing ministry. Because of our core values, CHI’s outstanding performance is becoming the industry benchmark as we all put forth our personal and professional best.

Review the items on the following pages to see specific examples of Excellence at work based on the attributes of strategic focus, accountability, continuous improvement, learning organization and innovation.

The following are examples of each Excellence attribute.
Strategic Focus

- As an employee, I can identify the strategic goals of my facility and what my part is in achieving those goals. I understand how the strategic goals integrate with our mission of providing quality care to our patients. For example, my organization is offering a new medical service to meet the needs of the community.
Accountability

- I am accountable, or responsible, for specific tasks and for ethical behavior. During my annual performance review with my manager, I set positive goals for the coming year and review my goals and accomplishments from the previous year. Goals are opportunities for each of us to make a positive difference in our organization, to our patients and the communities we serve. Through our goals, we can find greater meaning and purpose in our work.
Continuous Improvement

- The spirit of continuous improvement is to consistently look for better ways to do our work and at the same time improve patient care. An example is working collaboratively with other departments to improve workflow that would ensure accurate documentation, coding and billing processes.
Leaning Organization

CHI encourages a culture of openness and learning from mistakes so that employees can work together to solve problems in an atmosphere of mutual trust. CHI offers ongoing education, training and professional development to ensure employees have the information necessary to perform their work and contribute to the success of the organization.
Many new ideas come from employees who see opportunities to improve how they carry out their daily tasks and ultimately improve the quality of patient care. For example, a bedside medication verification system was implemented based on an employee suggestion. This new system helped to reduce medication errors.
Now that you have studied the definition of Excellence and seen specific examples of the Excellence attributes, think about your own actions and behaviors at work. Are you doing the best you can at all of your job tasks? Do your actions show corporate responsibility? If not, what can you do to improve your performance?

Consider the following statements and questions. Take your time and evaluate each item.

Think about how you may need to change or strengthen your current behavior.
Ponder Point #1

As a nurse, you often are setting up IV pumps for patients. You notice a continual problem with the tubing. Do you discuss with your supervisor and help look for solutions? Or do you just think someone will figure it out eventually?

Excellence involves continually looking for ways to improve the care we give. As the main user of a device, you have first hand experience of problems that others may not even be aware of. By living the core value of Excellence, you would notify your supervisor about what you are experiencing and suggest a solution to the problem.
I just want to come to work and do my job, why should I have to sit through another education session on corporate responsibility?

Corporate responsibility is a demonstration of excellence and is expected by all affiliated with CHI and those we serve. Many of the annual required education offerings are either updated with new information or serve as valuable reminders.
Ponder Point #3

We've always done it this way, why change?

New innovations, whether in technology, services or processes are important to advancing our mission and continuing to be competitive. Continually looking at things in a new way allows us to grow and sustain our mission of excellence in healthcare ministry.
**Scenario**

As you have seen, a culture of Excellence describes our high-performing organization as we strive to deliver the best quality care. Excellence combined with Reverence, Integrity and Compassion makes CHI a great place to work and are fundamental to who we are as a work community of choice. To help reinforce your understanding of Excellence and how the core values impact corporate responsibility, review the scenario on the upcoming pages.
Full Admissions Waiting Area

I really need to get these people through so I'll just skip some questions on the admissions form.
Patient Arrives on the Floor

It sure is busy tonight. I have had three new admissions in the last two hours and I only have 30 minutes left on my shift. I better get the IV started. I'll finish the chart later.
Radiologist Arrives

Hello, I'm from Radiology and need to take the patient for a CT scan.

I'm sorry but their chart isn't ready yet.

We need to get moving. I'll just take the patient without the chart.
Wrap-up

These scenes do not demonstrate the core value of Excellence. How would this scene look if we were living the core value of Excellence? If this patient was my family member, how would I want him/her to be treated? The following pages offer some suggestions to correct the situation.
Suggestions/Comments

The Admission Clerk should never skip questions. If there are patients waiting, some options might be to:

- Request additional help from your supervisor or co-workers who can help get through the busy time.
- Acknowledge the wait time to the patients.
- Apologize to the patients for the wait time and explain how important it is to get accurate information.

A patient’s chart is their medical record of past and present health care issues. As a patient goes from one area to another, each caregiver needs valuable information from that chart and it should be available to them. In this example, if the nurse does not finish documenting in the chart and the patient is taken to radiology and given additional treatment, the patient’s safety could be impacted.

You need to evaluate your specific work environment for areas of improvement. The core value of Excellence should be demonstrated in everything we do, from the smallest detail to the overall experience.
Summary

In this segment, you learned about the final core value of Excellence. Excellence is doing our best work, providing quality care and service, and achieving our goals. The attributes of Excellence are:

- Strategic Focus
- Accountability
- Continuous Improvement
- Learning Organization
- Innovation

Excellence calls us to outstanding achievement by continually striving to exceed quality standards. We accomplish this through continuous learning and development to improve ourselves and our performance. We must align our goals at all levels to achieve results and develop accountability and a spirit of innovation. Excellence is seen from the board room to the bedside; from strategic planning to managing patient care.

The motivation for Excellence is to continually adapt our healing ministry to meet new challenges and unmet needs in our communities. This is a great aspect of our corporate responsibility program.

“The secret of joy in work is contained in one word-excellence.
To know how to do something well is to enjoy it.”

- Pearl Buck, American Novelist

This concludes the Excellence core value segment. In the next segment, you will learn about additional resources available to you regarding CRP and our core values.
Resources
Introduction and Objectives

CHI’s core values of Reverence, Integrity, Compassion and Excellence are the guiding principles that provide us with focus, direction and accountability. The core values play a vital role in creating our identity, spirit and connection with one another. These values also provide a foundation for the Corporate Responsibility Program (CRP) and in creating an ethical culture.

Many resources are available to promote an ethical culture and to assist us in making values-based decisions. In this segment you will:

- Review the resources available to support the CHI core values and CRP.
Available Resources

CHI has many resources that promote excellence, quality and responsibility. These resources are based on our core values and are designed to support our Catholic identity and an ethical environment. The following resources are available to help guide you in your awareness and understanding of our core values, distinctive culture and the CRP. Many of these resources can be found on CHI’s intranet Inside CHI.

Documents or Guidebooks

- Our Values and Ethics at Work Reference Guide
- Work Community of Choice
- CHI National and local policies, procedures, guidance documents
- Ethical and Religious Directives for Catholic Health Care Services
- Sacred Stories
- Annual Report
- CHI Ethics Committee Resource Manual

Service Groups/Personnel

- CHI Corporate Responsibility Officer
- Local Corporate Responsibility Officer
- Local mission leader and ethics committee
- Leadership/management staff
- Mission and ministry staff
- Human Resources staff
- Legal Services Group
- Compliance Department
- Risk Management

Education Courses

- Corporate Responsibility education
- Organization-specific education and training
- Orientation for new staff
- Leadership development
- Ethics Associate Program
Available Resources (Cont.)

CHI’s Reporting Process

As an organization and as individuals, we are responsible for promptly reporting potential violations of law, regulation, policy or procedure. You are protected from retaliation if you make a good-faith report, complaint or inquiry. The CHI reporting process is as follows:

- Speak with your supervisor or another manager.

- If a manager/supervisor is not available, or you are not comfortable speaking with him or her, or you believe the matter has not been adequately resolved, contact your human resources representative or your local corporate responsibility officer.

- If you want to report a concern anonymously you have two options:
  1. Call the Ethics at Work Line phone number at 1-800-261-5607.
  2. File your report using the Internet at www.ethicspoint.com. Click on “File a New Report” and enter Catholic Health Initiatives in the “Enter Organization Name” box and submit. You will be directed to the CHI client site.

Both of these confidential reporting options are available 24 hours a day, seven days a week. Reports made by phone or the Internet are received by trained staff who document and forward information to your local and/or national corporate responsibility officer for appropriate action. These reports are not traced or recorded. You may remain anonymous if you wish. If you choose to identify yourself, there is no guarantee that your identity will remain confidential. However, when you identify yourself it is easier for the corporate responsibility officer to provide you with a direct response.

Remember, it is the duty of all employees to report any suspected violation of laws, regulations, or policies. If you do not report a violation, you may be subject to disciplinary action up to and including termination, even if you were not directly involved.
Summary

Take time to use the resources available to help you do your work in a responsible and ethical manner. One key resource is *Our Values and Ethics at Work Reference Guide* which provides general guidelines on acceptable and ethical behavior.

Contact one of the service groups or personnel if you have a question or wish to review specific resources not readily available.
Course Summary and Credit
Introduction and Objectives

Congratulations, you are now at the summary for the Our Values and Ethics at Work course. In this training, you have seen how the Corporate Responsibility Program (CRP) supports our core values and provides tools and guidelines to help you make ethical decisions during your work day.

In this segment you will:

• Review the main elements of our Corporate Responsibility Program.

• Review the definitions for each core value and their attributes.

• Complete a final test to receive credit for the course.

“Catholic Health Initiatives is poised to lead boldly into a world that is filled with risks, but with the risks come great rewards for the people and communities we serve.”

- Kevin Lofton, President and Chief Executive Officer of Catholic Health Initiatives
CRP Summary

The CRP is a system-wide program that provides resources, such as *Our Values and Ethics at Work Reference Guide* to help CHI employees make ethical decisions based on our core values and standards of conduct.

Three primary goals of the CRP are to:

- **Prevent**: Prevent wrongdoing.
- **Detect**: Detect any wrongdoing so it can immediately be corrected.
- **Correct**: Correct wrongdoing while taking steps to ensure it does not occur again.

The CRP supports our standards of conduct which helps us align our work with our core values of Reverence, Integrity, Compassion and Excellence by striving to:

- Create an environment where our employees and patients feel valued.
- Communicate our commitment to comply with all laws, regulations, standards of care, and ethical business practices.
- Inform employees of the basic legal principles and standards of behavior expected in the workplace.
- Ensure that all employees share responsibility for maintaining full compliance.
- Provide quality care and services to our patients.
All employees need to be aware of fraud and abuse and report any violations or concerns immediately. Fraud is false statements or misrepresentation of facts in order to obtain payment or other benefit to which we are not entitled. Abuse is using practices that result in unnecessary medical services, or increased costs. Under the False Claims Act, it is a violation to:

- Knowingly present or cause to be submitted a false claim or bill for payment to the government.
- Knowingly use a false record or statement to obtain payment on a false claim.
- Plan to defraud the government by submitting a false claim for payment.

CHI developed a reporting process for employees to report any suspected violation or concern. Our no retaliation policy ensures that no disciplinary action or retaliation will be taken against you when you report an issue, problem, concern or violation given in good faith. To report issues, use CHI’s reporting process.

All CHI employees are expected to demonstrate proper behavior, using common sense and good judgment. Compliance is the responsibility of ALL employees.
Core Values Summary

The core values of Reverence, Integrity, Compassion and Excellence help define our organization and serve as our guiding principles. They are the foundation of the CRP and guide all of our activities, decisions and behaviors. You are encouraged to keep these values in mind during your busy work day as you make decisions. We all have a personal responsibility to behave ethically and appropriately and we depend on each other to do so.

Follow the instructions below to review each core value definition and the associated attributes.

As you review the definitions and attributes on the upcoming pages, think about how your behaviors at work support the core value. What actions can you take to reinforce the core value during your work day?
Reverence is profound respect and awe for all of creation. It is the foundation that shapes spirituality, our relationships with others and our journey to God. The attributes of Reverence are:

- Diversity
- Collaborative Spirit
- Spirituality
- Stewardship
Integrity

Integrity is moral wholeness, soundness, fidelity, trust, and truthfulness in all we do. The attributes of Integrity are:

- Open communication
- Ethics integration
- Humility
Compassion calls us to care for the feelings, experiences, and needs of others, even when they differ from our own. The attributes of Compassion are:

- Common Good
- Holistic Approach
- Sensitivity
- Advocacy
Excellence

Excellence is doing our best work, providing quality care and service, and achieving our goals. The attributes of Excellence are:

- Strategic Focus
- Accountability
- Continuous Improvement
- Learning Organization
- Innovation
Getting Credit

To receive course credit on your transcript you must complete the following 10 question final test and pass with a score of 80% or better. You can retake the final test as many times as you need to.
Our Values and Ethics at Work Final Test

1. What is the primary goal(s) of the CHI Corporate Responsibility Program?
   A. Prevent.
   B. Detect.
   C. Correct.
   D. All of the above.

2. Select the answer that best describes the CHI resource you would use as a general guideline on acceptable and ethical business practices.
   A. Ethics at Work: A Reference Guide.
   B. Job description.
   C. Bulletin Board.
   D. Minutes from staff meeting.

3. Practices that result in providing unnecessary medical services or increased costs are acts of:
   A. Abuse.
   B. Reverence.
   C. Stewardship.
   D. All of the above.

4. Under the False Claims Act, it is a violation to:
   A. Knowingly present or cause to be submitted a false claim or bill for payment to the government.
   B. Knowingly use a false record or statement to obtain payment on a false claim paid by the government.
   C. Participate in a plan to defraud the government by the submitting a false claim for payment.
   D. All of the above.

5. Which of the following is the correct list of the CHI core values?
   A. Reverence, Humility, Compassion and Excellence.
   B. Reverence, Integrity, Compassion and Excellence.
   C. Reverence, Integrity, Hope and Excellence.
   D. Diversity, Humility, Compassion and Excellence.
6. Select the best answer below that defines Reverence as it relates to our CHI core values and corporate responsibility.

A. Putting my personal needs above others to ensure my job satisfaction.
B. Respecting diverse viewpoints and working together to bring out the best in everyone.
C. Monitoring my coworkers’ daily activities.
D. Using the reporting process as necessary to answer or confirm ethical questions.

7. Being open and honest in all of our interactions is a description of which core value?

A. Reverence.
B. Integrity.
C. Compassion.
D. Excellence.

8. In performing your daily tasks, you come across a situation that you have not dealt with before and are unsure how to proceed. What should you do?

A. Do what you think is correct.
B. Ask your supervisor for guidance.
C. Ask whoever is near you.
D. Ignore it.

9. I make an honest mistake at work. A co-worker identifies the error and asks me about it. How should I respond?

A. Deny it.
B. Put blame on someone else.
C. Acknowledge my mistake and take immediate corrective action.
D. Convince co-worker she is wrong.

10. A regulatory agency is scheduled to visit the lab for a review and inspection. In view of the short notice and lack of time to do all the things necessary to prepare for the visit, your supervisor instructs you to falsify documents. You should do which of the following?

A. Do a cursory review and replace some date critical data.
B. Tell your supervisor you will not do so because it violates hospital policy and federal regulations.
C. Report your supervisor through the CHI reporting process.
D. Both B and C.
Answer Key

1. The correct answer is: D. All of the above.

2. The correct answer is: A. Ethics at Work: A Reference Guide.

3. The correct answer is: A. Abuse.

4. The correct answer is: D. All of the above.

5. The correct answer is: B. Reverence, Integrity, Compassion and Excellence.

6. The correct answer is: B. Respecting diverse viewpoints and working together to bring out the best in everyone.

7. The correct answer is: B. Integrity.

8. The correct answer is: B. Ask your supervisor for guidance.

9. The correct answer is: C. Acknowledge my mistake and take immediate corrective action.

10. The correct answer is: D. Both B and C.
# Glossary

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2. Define the issue.  
3. Frame the perspectives.  
4. Identify the alternatives.  
5. Analyze the values.  
6. Conduct prayerful discernment.  
7. Make a decision.  
8. Implement the decision.  
9. Evaluate the decision. |
| CHI's Reporting Process | CHI's Reporting Process | As an organization and as individuals, we are responsible for promptly reporting potential violations of law, regulation, policy or procedure. You are protected from retaliation if you make a good-faith report, complaint or inquiry. The CHI reporting process is as follows:  
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Both of these confidential reporting options are available 24 hours a day, seven days a week. Reports made by phone or the Internet |
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<td>are received by trained staff who document and forward information to your local and/or national corporate responsibility officer for appropriate action. These reports are not traced or recorded. You may remain anonymous if you wish. If you choose to identify yourself, there is no guarantee that your identity will remain confidential. However, when you identify yourself it is easier for the corporate responsibility officer to provide you with a direct response.</td>
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<td></td>
<td>Common good</td>
<td>The sum total of those economic, political and cultural conditions which make it possible for people to achieve the goals of their humanity. This entails a balancing of legitimate self-interest, responsibility to key stakeholders, and care for those unable to provide for themselves.</td>
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<td>Compassion core value</td>
<td>Solidarity with one another, capacity to enter into another’s joy and sorrow.</td>
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<tr>
<td></td>
<td>Core Values</td>
<td>Catholic Health Initiatives’ core values of Reverence, Integrity, Compassion and Excellence are the guiding principles that provide focus, direction and accountability. The core values play a vital role in creating identity, spirit and connections with one another in Catholic Health Initiatives.</td>
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<td>Corporate Responsibility Program</td>
<td>Catholic Health Initiatives’ (CHI) Corporate Responsibility Program is a system-wide program that focuses on compliance with federal, state, and local laws, regulations and rules, promotion of good corporate citizenship, and CHI’s Standards of Conduct.</td>
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<td></td>
<td>Corporate Responsibility Officer</td>
<td>The Corporate Responsibility Officer (CRO) is the lead administrator responsible for the development, implementation and administration of the Corporate Responsibility Program (CRP). The CRO has direct access to the Chief Executive Officer (CEO) and Board of Directors and is provided with sufficient resources and authority to effectively carry out</td>
</tr>
<tr>
<td>ID</td>
<td>Phrase</td>
<td>Definition</td>
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<td></td>
<td>his or her duties.</td>
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</tr>
<tr>
<td>Our Values and Ethics at Work</td>
<td>Our Values and Ethics at Work</td>
<td><em>Our Values and Ethics at Work</em> is a reference guide that includes the standards of conduct and their practical applications. Its purpose is to help us do what is right and to promote behaviors that demonstrate our values. At a minimum, this means obeying the law and avoiding improper activities.</td>
</tr>
<tr>
<td>Ethics at Work Line</td>
<td>Ethics at Work Line</td>
<td>Confidential service available 24 hours a day, seven days a week to report compliance concerns or ask compliance questions. The Ethics at Work Line number is 1-800-261-5607.</td>
</tr>
<tr>
<td>Excellence core value</td>
<td>Excellence core value</td>
<td>Top performance, becoming the benchmark, putting forth our personal and professional best.</td>
</tr>
<tr>
<td>Integrity core value</td>
<td>Integrity core value</td>
<td>Moral wholeness, soundness, fidelity, trust, truthfulness in all we do.</td>
</tr>
<tr>
<td>Ministry</td>
<td>Ministry</td>
<td>The exercise of an activity performed in service to others as a representative of a faith community. This implies much more than a “job to make a living”; rather it implies a sense of being called to “make a difference” for others by trying to make the presence and love of God visible and tangible in what one does on their behalf.</td>
</tr>
<tr>
<td>Mission statement</td>
<td>Mission statement</td>
<td>The mission of Catholic Health Initiatives is to nurture the healing ministry of the Church by bringing it new life, energy and viability in the 21st century. Fidelity to the Gospel urges us to emphasize human dignity and social justice as we move toward the creation of healthier communities.</td>
</tr>
<tr>
<td>Reverence core value</td>
<td>Reverence core value</td>
<td>Profound respect and awe for all of creation, the foundation that shapes spirituality, our relationships with others and our journey to God.</td>
</tr>
<tr>
<td>Servant leader</td>
<td>Servant leader</td>
<td>A person dedicated to the common good and to the service of others whose leadership style</td>
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<td>ID</td>
<td>Phrase</td>
<td>Definition</td>
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<td></td>
<td>exhibits the humility of &quot;other-centeredness&quot;, i.e. always putting the needs of others ahead of one's own needs or self-interest.</td>
<td></td>
</tr>
</tbody>
</table>
| Standards of Conduct | Standards of Conduct | All board and committee members, officers, employees, volunteers, medical staff and others working with Catholic Health Initiatives and its organizations must act in accordance with the following standards of conduct:  
  - Exercise good faith and honesty in all dealings and transactions.  
  - Create a work place that fosters community and honors and cares for the dignity, safety and well being of all persons in mind, body and spirit.  
  - Maintain a high level of knowledge and skill among all who serve in order to provide high quality care and safety.  
  - Observe all laws, regulations and policies that govern what we do.  
  - Maintain the integrity and protect the confidentiality of patient, resident, employee and organizational information.  
  - Avoid conflicts of interest and/or the appearance of conflicts.  
  - Use our resources responsibly.  

The application of the core values is summarized in the *Our Values and Ethics at Work Reference Guide.* |
| Vision statement | Vision statement | Catholic Health Initiatives’ vision is to live out its mission by transforming health care delivery and by creating new ministries for the promotion of healthy communities. |

Click here to go to the final quiz.