Sharp HealthCare's
2020 Compliance Education

Compliance and Ethics
Module 1

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Learning Objectives

In this module you will learn about the following:

- Sharp's Compliance and Ethics Program
- SHC's Code of Conduct
- Reporting Compliance and Ethics Violations
- Sharp Culture Survey

Importance of Ethics

- The foundation of Sharp HealthCare's (SHC's) Compliance and Ethics Program incorporates the Office of Inspector General's core elements of a compliance program and the mandated CMS compliance program requirements.

- A critical component of Sharp's Compliance and Ethics Program is the basis and foundation of solid ethical decision making.
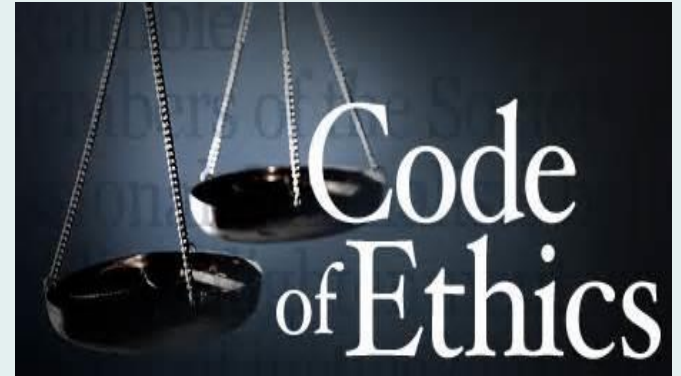
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What is Ethics?

- "Ethics refers to principles that define behavior as right, good and proper".

- "These principles do not always dictate a single "moral" course of action, but provide a means of evaluating and deciding among competing options".

- "Ethics is also about how we meet the challenge of doing the right thing when that will cost more than we want to pay".
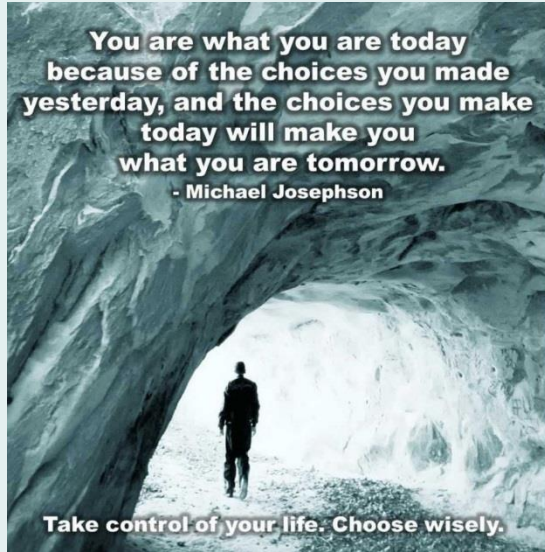

(**Source**: Making Ethical Decisions by Michael Josephson; Josephson Institute).

Putting Ethics into Practice

- Ethics entails action. It is not just a topic to think about or debate.
- Ethics requires a framework of principles that are reliable, consistent (such as the Sharp Behavior Standards) and a process for applying them to problems and decision making.

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From Values to Principles

You are what you are today because of the choices you made yesterday, and the choices you make today will make you what you are tomorrow.
- Michael Josephson

Take control of your life. Choose wisely.

- We translate values into principles so they can guide and motivate our ethical conduct.

- Ethical principles are the rules of conduct that derive from ethical values.

(**Source**: Making Ethical Decisions by Michael Josephson; Josephson Institute).

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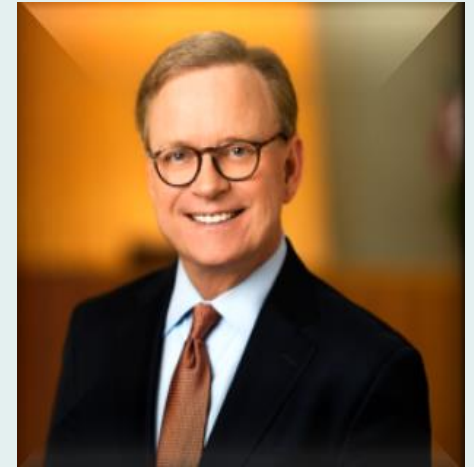# From Values to Principles

- For example, honesty is a value that governs behavior in the form of principles such as:
  - tell the truth
  - don't deceive
  - be candid
  - don't cheat
- In this way, values give rise to principles in the form of specific "dos" and "don'ts."

(**Source**: Making Ethical Decisions by Michael Josephson; Josephson Institute).

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Sharp's Ethical Culture

"At Sharp HealthCare, ethical behavior is a top priority because doing what's right always serves the best interest of our employees, patients, their families and our community."

– Chris Howard, President and CEO Sharp HealthCare

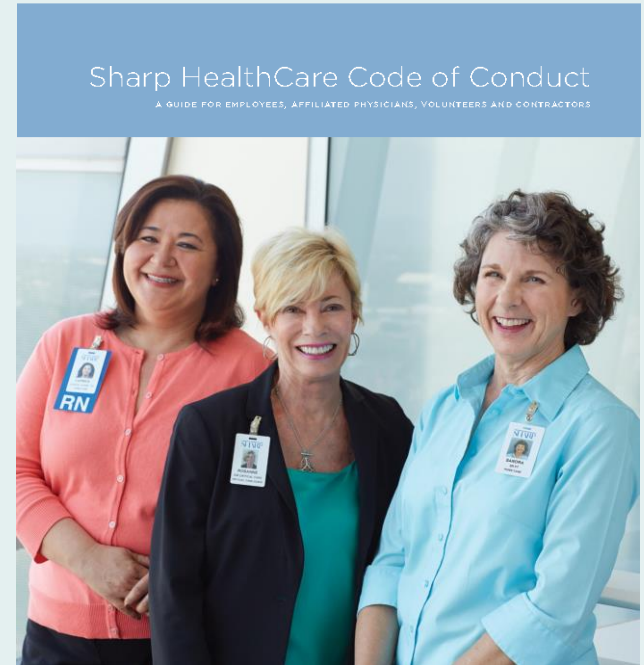# Sharp HealthCare's Code of Conduct

Sharp HealthCare's Code of Conduct:

- Is the cornerstone of SHC's Compliance and Ethics program.

- Outlines Sharp's fundamental ethical principles.

- Promotes commitment to ethics and "doing the right thing".

- Reiterates Sharp's Mission, Vision and Values.

Sharp HealthCare Code of Conduct
A GUIDE FOR EMPLOYEES, AFFILIATED PHYSICIANS, VOLUNTEERS AND CONTRACTORS

Sharp HealthCare's Code of Conduct

- Serves as a valuable resource for resolving ethical dilemmas and answering questions about Sharp's standards of excellence and integrity.

- Offers guidance to employees, affiliated physicians, volunteers and contractors' ethical and legal responsibilities, and

- Provides contact information for further direction.

Your Responsibilities

All SHC employees, affiliated physicians, volunteers and contractors have a responsibility to report any actual or suspected violations of Sharp's Code of Conduct, policies and procedures, and/or Federal and California laws.

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Your Responsibilities

Reporting suspected violations is not an act of disloyalty. It shows responsibility and fairness to patients, team members, and payors, and protects Sharp's reputation and assets.

Even if a mistake has already occurred, and it seems unlikely to happen again. It's never too late to report a problem.

Reporting Ethics and Compliance Violations

To report a confirmed or suspected violation, you may do any of the following:

- Contact your manager to discuss questionable issues.
- Contact senior management or the compliance liaison from your facility (please refer to the Compliance Department Organization Chart tab on SharpNET for Liaisons). http://sharpnet.sharp.com/compliance/organizational-chart.cfm.
- Contact the Sharp HealthCare Compliance Department or Legal Affairs Department
- To report anonymously, call the Sharp HealthCare Confidential Hotline at (800) 350-5022 or file a report online at www.mycompliancereport.com.

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Exit Instructions:

Next Steps:

We hope this course has been informative and helpful.

Click on the "X" (close button) in the upper right hand corner of the screen when you are ready to complete the requirements for this course.

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