

# Doing the Right Thing Right

## Swedish Code of Conduct



**SWEDISH**

Extraordinary **care.** Extraordinary **caring.**<sup>SM</sup>

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## SWEDISH REPORTING OPTIONS:

- 1 Contact your immediate supervisor
- 2 department manager
- 3 compliance and privacy representative or manager.
- 4 Call the 24/7 Integrity Hotline at (888) 294-8455.



## LEADERSHIP MESSAGE

Dear Colleague,

As caregivers of our communities, the people we serve place an enormous amount of trust in us. Our Code of Conduct is an important part of our commitment to integrity in all of our interactions with the community and represents our core values in action.

Since its beginnings more than 100 years ago as a small, non-profit hospital in the young port town of Seattle, Swedish has built its reputation by providing high-quality health care. As a part of Providence St. Joseph Health's family of organizations, that commitment to do the right thing on behalf of our patients continues today.

We ask each and every person at Swedish to honor our tradition of integrity and honesty in their dealings with our communities. That's the purpose of our Compliance Program. It ensures we are following the ethical commitments, laws, rules and regulations that govern our business conduct, and it helps to discourage, prevent and identify violations.

Our Code of Conduct explains the expectations we have of our caregivers and the critical importance of being honest and just in all our interactions with our patients, colleagues, payers and vendors. It also details how to report a violation or concern about potential illegal or inappropriate actions.

Please review this Code of Conduct thoroughly and discuss any questions you may have about these standards with your supervisor. Every person at Swedish is expected to take an active part in maintaining the compliance of our campuses. Thank you for your participation and your commitment to Swedish and the patients and communities we serve.

# MISSION

As people of Swedish,  
we improve the health and well-being  
of each person we serve.

# VISION

We demonstrate the highest-quality,  
best-value health care for all we serve.

# VALUES

Safety

Patient-centered culture

Respect, caring and compassion

Teamwork and partnership

Continuous learning and improvement

Leadership

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## WHY WE HAVE A CODE OF CONDUCT

At Swedish, we are committed to “doing the right thing right” and conducting ourselves with the utmost integrity. The success of Swedish and our commitment to being the best place to receive care, the best place to work and the best place to practice depends on us building honest and trusting relationships with our fellow caregivers/employees, business partners, regulators and the communities we serve. To achieve our mission, vision and values, we commit to conducting all business activities in an honest, fair and ethical manner.

In today’s operating environment, the rules that govern business practices are more demanding than ever and require us to keep integrity at the core of all we do in advancing our mission, vision and values. It requires a commitment from each of us to conduct our business honestly and ethically regardless of the situation.

Our mission, vision and values provide guidance and inspiration as we make sound, ethical choices to deliver quality care and services while meeting our organizational goals. The Swedish commitment to integrity is a vital part of who we are and our long tradition of striving to improve the health and well-being of each person we serve.

The Swedish Code of Conduct provides us with a set of standards that guides our decision-making and our commitment to “doing the right thing right.” This means conducting our business within appropriate ethical, legal and regulatory standards and complying with Swedish policies and standards.

In addition to the Code of Conduct, there are system, regional, facility, service line and institutional policies, procedures and standards that may apply to your work. Copies of these can be obtained through your supervisor, manager or the Swedish standards and policy manuals, which are located in departments and on Swedish Online (the Swedish intranet). This Code of Conduct and certain compliance policies are also available on the Swedish public internet site.

Health care practitioners who are granted privileges at Swedish facilities are governed by medical staff bylaws and must follow them. These bylaws provide a process for resolving ethical and compliance matters related to the practice of medicine at Swedish.

## HOW SHOULD I USE THE CODE OF CONDUCT?

The Swedish Code of Conduct asks you to reflect on our mission, vision and values as you apply ethical and legal standards to your work. Our Code of Conduct helps you answer these questions:

- Are my actions and decisions consistent with Swedish’s mission, vision and values?
- Am I supporting the spirit, as well as the letter, of laws, regulations, policies or standards?
- Can I explain my actions or decisions without embarrassment to family, friends, co-workers, students or patients?
- Does my behavior support/foster patient care, a healing environment, health education and/or those in need?
- Who should I contact if I believe a violation has occurred?
- What do I do if retaliation occurs when I raise a concern?
- Who can help me if I still have questions?
- How do I contact my compliance and privacy representative?





# INTEGRITY AND COMPLIANCE

We communicate openly and we act with integrity.

SWEDISH REPORTING OPTIONS:

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## Our Commitment

Swedish is committed to acting with integrity in all we do. We require compliance with laws and regulations, this Code of Conduct, and policies and standards. Our Compliance Program applies to caregivers/employees; members of our system, community and foundation boards; volunteers; trainees; independent contractors; and others under the direct control of Swedish. Where Swedish has a majority or controlling ownership interest in an entity, Swedish expects that entity to have a compliance program and set of standards substantially similar to those established in this Code of Conduct.

The audit and compliance committee of the System Board provides oversight and direction for the Compliance Program. For questions contact the Swedish Chief Compliance Officer.

Compliance offices at Swedish and Providence St. Joseph Health are responsible for the day-to-day direction and implementation of the Compliance Program. This includes developing resources (policies, procedures, education programs and communication tools) and providing support (managing the Swedish Integrity Hotline and other reporting mechanisms, conducting program assessments and providing advice).

Human resources staff is also highly knowledgeable about many of the employment and workplace compliance-risk areas described in this Code of Conduct. You are *encouraged* to report any concerns about your work situation to human resources staff. Swedish compliance professionals work closely with human resources to investigate and resolve matters relating to employment and workplace situations.

## Reporting a Concern

Swedish expects that integrity, compliance or legal concerns will be reported promptly. Each Swedish workforce member has a responsibility to report any activity that appears to violate laws, rules, regulations, standards, federal health care conditions of participation or this Code of Conduct.

If you have a concern that you believe poses a **serious or immediate** compliance risk that can significantly affect licensure, reimbursement, accreditation or may lead to a major legal claim, report these concerns either directly to the Providence St. Joseph Health office or to the Swedish compliance office. Numbers are listed on the back cover. Safety of our patients and caregivers/employees is of paramount importance to Swedish and any safety concerns you have should be reported using your facility's local procedures or any of the following four options.

Other integrity, compliance and legal concerns are reported using any of the following four options:

1. Discuss the matter or concern with your immediate supervisor.
2. Discuss the matter or concern with the department manager.
3. Contact your Swedish compliance or privacy representative or manager.
4. Call the 24/7 Swedish Integrity Hotline at 888-294-8455 or use Integrity Online, our web-based reporting option. You may report concerns anonymously.

If you have tried any of the options without success or you feel uncomfortable contacting these people call the Swedish Integrity Hotline or use Integrity Online.

The Swedish Integrity Hotline and Integrity Online are answered by a third-party company which sends all reports to the Swedish compliance office for investigation. Reporters receive a tracking number to enable them to retrieve information about the status of their report.

If you report a concern anonymously, it is important to clearly describe the situation, provide a facility or site location and give enough detail so that your concern can be properly investigated and resolved. We may not be able to investigate your concern if you do not provide us with enough factual information.

## **Confidentiality of Reports**

We make every attempt to protect the confidentiality of information provided in connection with a reported concern, to the extent allowed by law, unless maintaining confidentiality could create a significant health or safety risk, or could significantly impair Swedish's ability to conduct a complete investigation.

## **Retaliation Will Not Be Tolerated**

Swedish prohibits any retaliation directed against a Swedish workforce member for reporting a concern in good faith or assisting in the investigation of a concern. A senior leader, executive leader, core leader, employee/caregiver or other workforce member who engages in retaliation or harassment – directed at a person who raises a concern, is believed to have raised a concern or assists in an investigation – is subject to disciplinary action in accordance with Swedish policy.

If you believe that retaliation or harassment is occurring, report it to human resources, your compliance representative or to the Swedish Integrity Hotline at 888-294-8455.

## **Corrective Action**

Where an internal investigation substantiates a reported violation, Swedish will initiate corrective action, including, as appropriate, refunding overpayments, notifying the appropriate government agencies, taking disciplinary action and/or implementing other corrective actions designed to prevent a similar violation from occurring in the future.

## **Caregiver/Employee Responsibilities**

- Follow the Swedish Code of Conduct.
- Perform your job duties in accordance with all federal and state laws or regulations that apply.
- Participate in Compliance Program training and job-specific compliance education or departmental training as necessary for your job duties.
- Report all concerns or alleged violations promptly.
- Keep information obtained at Swedish confidential.
- Whenever you are in doubt about something, ask questions.

## **Leadership Responsibilities**

- Support the Swedish commitment by upholding our mission, vision and values.
- Model ethical behavior and foster a culture of transparency by listening and being receptive to workforce members' and others' concerns about compliance-related matters.
- Ensure that written compliance policies and procedures specific to your department are developed and followed.
- Provide caregivers/employees with initial and continuing compliance education and document that education.
- Monitor and ensure compliance with the Code of Conduct, Swedish policies and standards, and federal and state laws and regulations.
- Take appropriate corrective or disciplinary action to resolve matters when necessary.
- Prevent retaliation against any caregiver/employee who reports, supplies information about or assists in an investigation into an integrity or compliance concern.

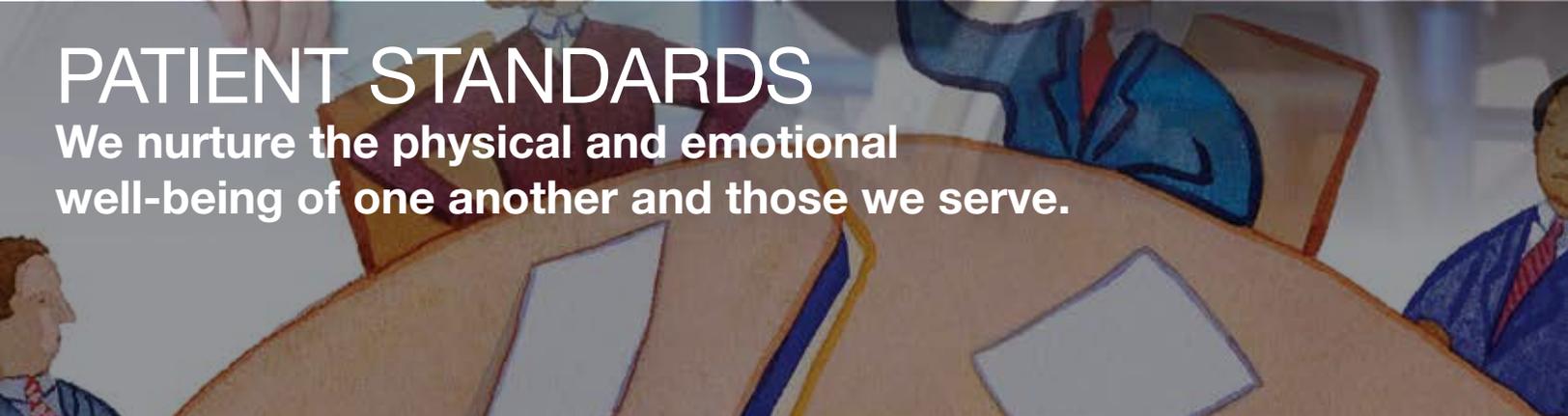
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## PATIENT STANDARDS

We nurture the physical and emotional well-being of one another and those we serve.



## **Safety As Our Value**

Safety comes first at Swedish. Every single workforce member contributes to our value of Safety by supporting each other at all times, valuing teamwork, and placing patient safety above all else. Our intent is to always provide a safe, quiet, comfortable and clean healing environment for every patient we serve.

We put patient safety first by putting our first and best efforts into safety precautions. When safety is involved, we pay more attention and we are more compliant. We make reliability a reality by working together as collegial teams. We are all equals in patient safety. We keep our patients safe by communicating the right information, the right way at the right time. We keep our patients safe by thinking together in teams. We improve patient safety every day by reporting events and problems, and learning from others' experiences.

Swedish is committed to a culture of safety and all caregivers/employees are required to attend a Culture of Safety Training.

## **Community Benefit**

We provide services and programs for those who cannot afford care and experience difficulty in accessing health care through a wide variety of community benefit programs. Community benefit includes charity care, the unpaid costs of government-sponsored health care programs, community health services, health professional education, subsidized health services and research.

## **Disruptive Behaviors**

Our value of respect leads us to nurture the physical and emotional well-being of those we serve. We apply these values to our work with each other and to the care and service we provide to those we serve.

In keeping with this value, workforce members, medical staff members and allied health professionals are expected to treat others with respect and courtesy, and to conduct themselves in a professional manner. Expected behaviors that contribute to a positive patient care and work environment include:

- Promoting a professional and healing environment in which all patients, families and coworkers are treated with dignity and respect;
- Avoiding behavior that is disruptive to maintaining a safe, healing and educational environment;
- Responding to requests for information in a timely and supportive manner whether related to clinical care delivery, collegial and professional interactions, or to patients and families;
- Caregivers are encouraged to handle conflicts and disagreements through appropriate channels (for example, bringing concerns to your immediate supervisor, manager or Human Resources may facilitate early resolution and may help improve the workplace for all);
- Offering constructive feedback to improve patient care and operations; and
- Practicing in a manner consistent with medical staff bylaws and regulations.

Disruptive behavior is a style of interaction between workforce members, physicians, patients, family members, or others that interferes with patient care. Examples of disruptive behaviors may include, but are not limited to:

- Threatening or abusive comments;
- Profanity or similarly offensive language;
- Demeaning behavior such as name-calling;
- Criticizing other caregivers/employees in front of patients or other caregivers/employees;
- Racial or ethnic jokes or comments;

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- Inappropriate physical contact, sexual or otherwise;
- Sexual comments or innuendo;
- Refusal to cooperate with other workforce members or medical staff members; and
- Refusal to abide by organizational policies, rules and regulations or medical staff bylaws or to perform patient care responsibilities.

## **Emergency Medical Treatment and Labor Act (EMTALA)**

Swedish complies with the Emergency Medical Treatment and Labor Act (EMTALA). We screen and provide stabilizing treatment to everyone who comes to a Swedish hospital requesting examination or treatment for an emergency condition. We do not delay medical screening exams or stabilizing care in order to request patient financial information. We transfer emergency patients only when they request a transfer or when we lack the capability or the capacity to provide appropriate treatment, and only after administering the appropriate stabilizing care.

## **Patient Rights**

We inform our patients of their rights. We expect the people of Swedish to uphold and respect these rights.

Each Swedish patient is provided with a written statement of their rights and a notice of privacy practices. These statements include the rights of a patient to make decisions regarding their medical care, the right to refuse or accept treatment, the right to informed decision-making and a patient's rights related to his or her health information maintained by Swedish facilities.

## **Patient Information and Privacy**

Swedish treats the protected health information (PHI) of patients with special care. There are numerous federal and state laws that protect the privacy and security of a patient's information, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information Technology for Economic and Clinical Health Act (HITECH).

We collect PHI to provide quality care and service and will protect access to this information whether it is contained in a computer system, medical record or other documents. Consistent with HIPAA and applicable state laws, we do not access, use, disclose or discuss patient-specific information with others unless it is necessary to serve the patient or complete our job duties, is required by law or the patient/authorized representative has authorized the release. If you use or disclose PHI inappropriately, you may be subject to Swedish's corrective actions policy. You may also face potential fines from the government and/or jail time.

## **Questions to ask yourself to ensure you are protecting patient privacy**

- Do I have a need to know this information as part of my job?
- Can I get my job done without reviewing all of the patient's information?
- Do I understand the policies and procedures that apply to this information?
- Do I avoid sharing this information in public, including other public venues such as social networking sites?
- Do I protect this information from being viewed or seen by others?
- Have I properly disposed of the patient's information?
- And finally, if I am unsure about accessing information, do I get guidance from my manager, the Swedish privacy officer, or the information security officer?

Swedish workforce members will not access, use or disclose PHI in a manner that violates the privacy rights of our patients. Under our privacy policies and procedures, no one has a right to access PHI other than the minimum information necessary to perform his or her job.

Report suspected theft, loss or inappropriate uses or disclosures of PHI promptly to your supervisor, the Swedish compliance office, Providence St. Joseph Health compliance office or the Swedish Integrity Hotline at 888-294-8455.

Consult our privacy and security policies and procedures for further information on how to safeguard confidential information and PHI. You may also contact the Swedish compliance office or Providence St. Joseph Health compliance office with questions.

## Best Practices for Safeguarding Patient Information

- Do not leave patient information showing on computer screens. Lock your screen or log off your workstation when away.
- Do not leave charts or other confidential information open and visible on desks or counters.
- Shred printed documents containing patient data when you are done with them or place in designated **secure** shred bins.
- Use the minimum necessary information for payment and operations purposes.
- Avoid patient-related discussions in public areas and on social networking sites.
- Avoid informal or casual discussions of patient situations that are not directly related to care.
- Do not leave voice or phone messages containing sensitive information.
- Avoid inadvertent disclosures by taking special care in situations that are not private.
- Follow secure email and fax policies for transmitting PHI and only send to those with a need to know.
- Double-check fax numbers to ensure a fax is directed to the correct recipient. If a fax is sent in error, immediately contact the recipient and request destruction or return of the fax.
- Do not take patient data off-site, except as necessary and in accordance with Swedish and department policies.
- Never leave patient data, whether stored on an electronic device or on paper, in an unattended vehicle. It must always be in the possession of a Swedish caregiver/employee or agent, or in a secure location.



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# LEGAL AND REGULATORY COMPLIANCE

We set the highest standards for ourselves and for our facilities.



## **Licensure, Certification and Excluded Individuals**

Swedish verifies the qualifications of health care professionals who treat our patients. Swedish requires health care professionals to follow all applicable licensing, credentialing and certification requirements.

Federal and state laws prohibit Swedish from employing or contracting with organizations or any individual who has been excluded from participation in government programs. We regularly review published information to check for excluded organizations and individuals. While individuals are excluded, they cannot be a Swedish caregiver/employee, provider, volunteer or vendor.

Swedish will not bill for services ordered, rendered or supervised by an organization or individual that is excluded, suspended, debarred or ineligible to participate in a federal health program, or has been convicted of a criminal offense relating to the provision of health care items or services and has not been reinstated in a federal health care program.

Workforce members are required to notify human resources, the Swedish compliance office or Providence St. Joseph Health compliance office if they receive notice that they will be or have been excluded from participation in any federal or state program.

## **Fraud, Waste and Abuse and False Claims**

The services provided by Swedish are governed by a variety of federal and state laws and regulations. These laws and regulations cover subjects such as false claims, illegal patient referrals, providing medically unnecessary services, violations of Medicare's Conditions of Participation, and submitting inaccurate cost reports. Swedish is committed to full compliance with these laws and regulations.

Swedish expects that those who create and file claims for payment to Medicare, Medicaid and other payers will file claims that are accurate, complete and represent the services actually provided. Billing for clinical trials will follow clinical trial billing protocols and will be submitted in accordance with federal requirements.

The following principles guide our compliance:

- Charges will be submitted only for services or supplies that are provided to the patient and are accurately and completely documented in the medical record or other supporting documentation.
- Charges will accurately represent the level of service provided to the patient.
- Only those services that are medically necessary and are supported by valid orders will be submitted for payment to Medicare, Medicaid and other payers.
- Under no circumstances will charges or codes be purposely selected to improperly increase the level of payment received.
- Overpayments will be reported and refunded as required by law.
- Cost reports will be accurate and filed in a timely manner.

Swedish monitors billing, coding and cost reporting to detect errors and inaccuracies. If you have concerns about coding and billing, report your concern to your supervisor and your compliance office or to the Swedish Integrity Hotline.

## **Referrals**

Federal and state Anti-Kickback Statute and the federal Stark Law apply to relationships between hospitals and physicians. We structure our relationships with physicians to ensure compliance with these laws, with our policies and procedures, and with any operational guidance that has been issued.

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## Key Principles

- **We do not pay for referrals.** We accept patient referrals and admissions solely on the patient's medical needs and our ability to render the needed services. We do not pay or offer to compensate in any fashion anyone for the referral of patients. For example, we would not offer discounted rent or free office space to a physician.
- **We do not accept payments for referrals we make.** No person acting on behalf of Swedish may solicit or receive anything of value, directly or indirectly, in exchange for the referral of patients. When we make patient referrals to another health care provider, we do so based on the best interest of the patient and we do not take into account the volume or the value of referrals that the provider has made or may make to Swedish.

If you have questions about a physician relationship, contact the Department of Legal Affairs directly or the Swedish compliance office.

## Research and Clinical Trials

Swedish physicians and professional staff follow the highest ethical standards and comply with all laws, regulations and guidelines that govern human, animal, basic science and applied science research. We participate with other organizations responsible for protecting human subjects, investigators, sponsors and research participants. Swedish facilities maintain and communicate accurate information regarding research projects, and submit true, accurate and complete costs related to research grants. We actively promote excellence in all aspects of research.

We do not engage in research misconduct, which includes activities such as falsifying results, failing to deal appropriately with investigator or institutional conflicts of interest, and proceeding without Institutional Review Board (IRB) approval or failing to follow the approved IRB protocols. Our first priority is to fully inform and protect those patients who are enrolled as human subjects and to respect their rights during research, investigation and clinical trials.

## Gifts and Entertainment

Accepting gifts and offers of entertainment creates a risk that our judgment and decisions can be influenced. In some cases, acceptance of gifts and entertainment may be considered a violation of federal and/or state laws. Any gift, regardless of value, may not be accepted if the circumstances surrounding the giving and receipt of the gift indicate the intent to influence your behavior or decision-making.

Swedish's reputation is based on its commitment to integrity in the delivery of quality patient care and other services. For this reason, Swedish caregivers/employees are expected to keep relationships with patients and their family members, vendors, non-employed physicians and their offices, and other third parties impartial, and avoid accepting gifts or other items of value.

You may accept a gift of nominal value from another staff or medical staff member if shared among caregivers/employees within your department or unit. Common examples might include a fruit basket or box of chocolates.

Acceptance of invitations made by vendors, suppliers, consultants or other business partners to Swedish caregivers/employees for attendance at Swedish Foundation-sponsored fundraising activities are considered acceptable as long as it is understood that it will not influence purchasing decisions.

Swedish facilities or service lines may have more restrictive gift standards. Caregivers/employees will follow the more restrictive standard. Contact the Swedish compliance office for questions on gifts. You may also direct anyone offering a gift to the Swedish Foundation at 206-386-2738.

### Gifts from Vendors, Suppliers and Consultants – Guidelines for Policy

## Conflicts of Interest

Conflicts of interest occur when personal interests or activities influence or appear to influence our actions and decisions. They also occur when you allow another activity or financial interest to influence your decisions made on behalf of Swedish and its patients and customers.

As Swedish workforce members, we must avoid activities and relationships that may impair our independent judgment and unbiased decision-making. We do not use our positions for personal gain or advantage, or to assist others, including family members, in profiting in any way at the expense of Swedish.

Conflicts of interest may arise from many sources including, but not limited to, financial interests of yourself or a family member; service, employment or consulting arrangements with a Swedish competitor; the receipt of gifts from vendors or others with whom we do business; or use of Swedish resources to benefit an outside interest or your own personal interests.

Our Conflicts of Interest policies provide additional guidance to directors, officers, senior managers, researchers and other key caregivers/employees. These individuals are required to complete and submit a conflict of interest disclosure form annually. Other workforce members are required to disclose – to their immediate manager, to their compliance manager or Providence St. Joseph Health compliance office – any real or potential conflicts of interest prior to making any decision or taking any action that is or may be affected by the conflict. The interest must also be disclosed in writing by submitting a conflict of interest form.

Potential conflicts of interest are reviewed and acted on as required. Contact the Swedish compliance office or Providence St. Joseph Health compliance office if you have a question about a conflict of interest.



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## **Lobbying and Political Activities**

As a tax-exempt organization, Swedish follows current legal and regulatory requirements for all lobbying and political activities and all federal lobbying activities must be coordinated through the Department of Government and Public Affairs. Swedish will not participate or intervene in any political campaign for or against a candidate for public office. Swedish caregivers/employees may not engage in political activities on company time, but may do so on their own time. Likewise, they may not use Swedish's email system to support political activities. Caregivers/employees with questions about lobbying or political activities are advised to contact the Department of Legal Affairs.

**Note: Swedish caregivers/employees may support candidates or campaigns as private individuals on their own time, using their own money and resources.**

## **Antitrust**

Antitrust laws preserve and protect competition in goods and services. Antitrust violations are serious and may result in criminal charges, substantial fines and imprisonment. Swedish will not engage in conduct that is illegal under antitrust laws. Examples of conduct prohibited by the laws include (1) agreements to fix prices, bid rigging, collusion (including price sharing) with competitors; (2) boycotts, certain exclusive dealing and price discrimination agreements; and (3) unfair trade practices including bribery, misappropriation of trade secrets, deception, intimidation and similar unfair practices.

Antitrust is a complex area. If you have any questions or concerns about whether a practice may raise antitrust concerns, contact the Department of Legal Affairs.

## **Contact by Government Investigators**

Swedish is committed to responding appropriately to, and not interfering with, any lawful government inquiry, audit or investigation. If you are contacted by a government investigator with a request for information, please follow these steps:

1. If contacted in person, ask the investigator(s) for identification and note the name, title and office location. If contacted by telephone, ask for and note the name, title, office location and a return phone number for the caller.
2. Contact your supervisor and your compliance office or the Department of Legal Affairs as soon as possible.
  - You are not required to follow this procedure before participating in a government investigation concerning the terms and conditions of your employment consistent with state and federal laws.

A government investigator may ask you to participate in an interview. You are free to do so, but are under no obligation to do so. If you do grant an interview to a government investigator, you should be aware that anything you say can be used against you in a criminal prosecution or in a civil enforcement proceeding. This is true regardless of whether the officer gives you any Miranda warnings. You may also request that legal counsel be present before you talk with any investigator.

If the investigating officer asks you to participate in an interview, and you would like to do so but would like legal counsel to be present at the interview, we will make counsel available for that purpose – free of charge to you. Contact the Department of Legal Affairs.

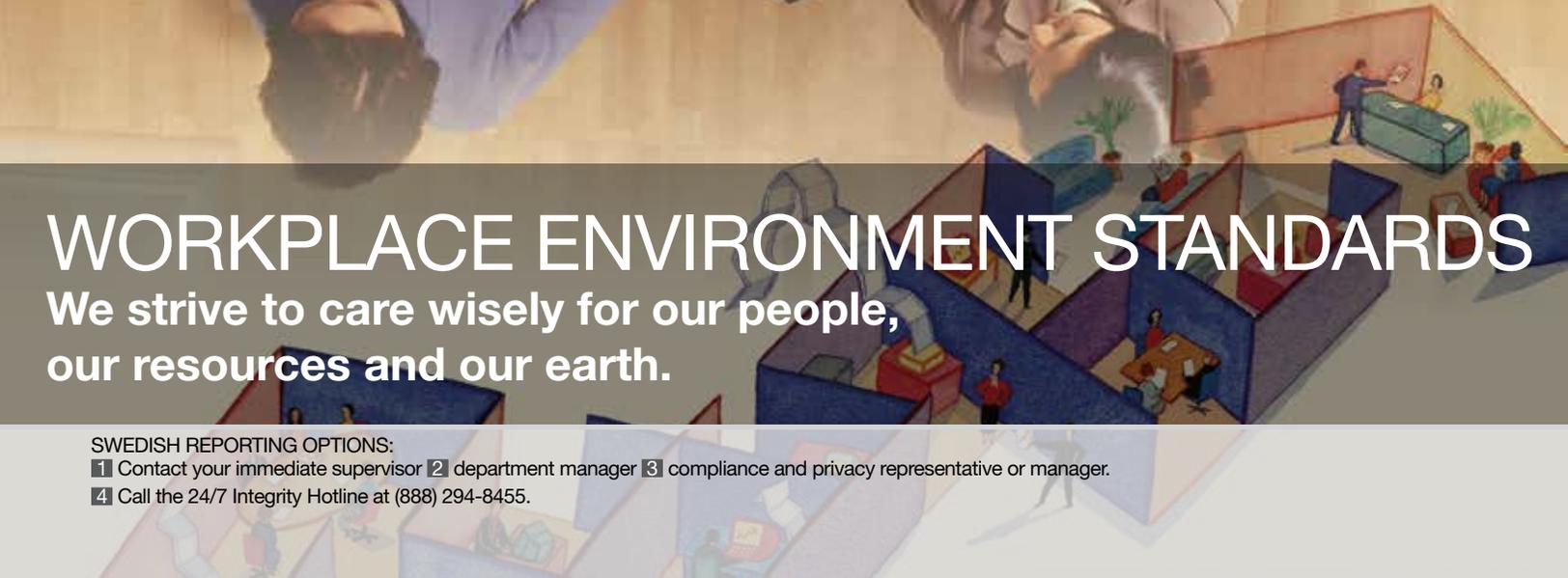


# WORKPLACE ENVIRONMENT STANDARDS

We strive to care wisely for our people,  
our resources and our earth.

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## **Protecting Caregiver/Employee Information**

During the hiring process, Swedish collects personal information about caregivers/employees. To protect our caregiver/employees' personal information and right to privacy, Swedish will:

- Take measures to safeguard personal information;
- Protect the confidentiality of personal information when dealing with third parties; and
- Restrict access to such information to the caregiver/employee and those with a legitimate business or legal need.

## **Discrimination, Harassment and Workplace Violence**

Swedish is committed to maintaining a workplace free of discrimination, harassment, violence, bullying and other abusive conduct.

Harassment includes unsolicited remarks, gestures or physical contact, displays or circulation of written materials or pictures derogatory to any protected group (i.e., based on gender, race, ethnicity, religion, sexual orientation, disability, etc.). This list is not all-inclusive.

Bullying is the process of intimidating or mistreating somebody weaker or in a more vulnerable situation.

No form of harassment or workplace violence will be tolerated. Any such conduct is prohibited and will result in disciplinary action, up to and including dismissal.

Our caregivers/employees should promptly report any incident of discrimination, harassment, workplace violence, bullying or other abusive conduct to his or her supervisor, human resources, Swedish compliance office or to the Swedish Integrity Hotline.

## **Health and Safety**

Swedish facilities comply with government regulations. Our policies and practices also promote the protection of workplace health and safety. We share a responsibility in understanding how these policies and practices apply to our job responsibilities and we seek advice when we have a question or concern.

We have an obligation to report any serious workplace injury or any situation presenting a danger of injury, so timely corrective action may be taken to resolve the matter. Caregivers/employees should report injuries according to local facility policies.

## **Stewardship of Swedish Resources**

Swedish is committed to effective stewardship of its resources in support of its patient care and other organizational goals. Our assets should only be used for legitimate business purposes. Incidental and minor personal use of computers is permitted provided such use is not for personal financial benefit or gain, and does not interfere with your job or the ability of others to do their jobs. If you have a question about use of Swedish resources, contact your supervisor for guidance.



# BUSINESS AND FINANCIAL INFORMATION

We strive to transform conditions for a better tomorrow while serving the needs of today.

**SWEDISH REPORTING OPTIONS:**

- 1** Contact your immediate supervisor
- 2** department manager
- 3** compliance and privacy representative or manager.
- 4** Call the 24/7 Integrity Hotline at (888) 294-8455.

## Security, Confidential Information and Electronic Media Use

In addition to safeguarding a patient's protected health information, Swedish caregivers/employees have a responsibility to protect all confidential information. Confidential information includes sensitive internal documents, records or data that could damage Swedish if that information were lost or made public. Examples of confidential information include protected health information, social security numbers, foundation data and information subject to federal and state notification laws.

This information is so valuable that loss of this kind of data could harm our patients and our ability to do business. Data losses also have a negative effect on Swedish's reputation in the community.

Any confidential information removed from a work location increases our risk. Unless it is part of your job, confidential information should never be removed from a Swedish entity without prior authorization from your manager. If you are authorized to remove such information, you are responsible for following the appropriate security procedures required by Swedish. Confidential information may never be copied onto a personal or non-Swedish computer. If you use a mobile computing device, such as a personal data assistant (PDA) or smartphone, contact your Information Services group for security instructions.

Caregivers/employees agree to follow Swedish's Acceptable Use of Information and Information Systems policy and other security policies and standards. Users of Swedish email have no right or expectation of privacy. Swedish reserves the right to monitor and access any Swedish information system or account. If you have a security-related concern, talk with your manager.

**Nothing in this Code of Conduct is intended to restrict caregivers/employees from discussion, transmission or disclosure of wages, hours and working conditions in accordance with applicable federal and state laws.**

### Security Best Practices

- Keep your computer and voice mail passwords private and secure. Change your password if you feel it has been compromised.
- Lock your PC when unattended using Ctrl-Alt-Delete | Enter or other key combinations that will lock your PC.
- Install a privacy guard or use automatic timeout to prevent others from seeing your computer screen.
- Caregivers/employees should never download confidential information onto a home or non-Swedish PC, PDA or cell phone.
- Store shared portable devices and electronic media in a secure location and use a sign-in/sign-out procedure.
- Maintain physical control of laptops and other devices at all times when outside of a secure facility – a locked location within Swedish facilities and your locked residence are considered secure facilities.
- Shut down your laptop so that encryption can protect confidential data if your laptop is lost or stolen.
- Use secure email when sending confidential information to an external email address.
- Beware of phishing attempts and review emails before responding or clicking on links. If you believe it is phishing, delete it.

Swedish caregivers/employees and other workforce members must report all known or suspected security incidents within 48 hours of occurrence. Report any incidents to the IS Service Desk at 206-386-3678 or to the Swedish Integrity Hotline at 888-294-8455.

## Social Media Use

Swedish recognizes that many of our workforce members use social media in their personal lives. Swedish also uses social media as part of its normal business. Some examples of social media include Facebook, LinkedIn, YouTube, Twitter, instant messaging and internal and external blogs.

Swedish has implemented an Electronic Social Media policy to clarify how Swedish will use social media, establish guidelines for the official use of electronic social networking and to clarify the personal responsibilities and legal implications of workforce members' personal use of social media while at work or while posting information about Swedish.

Swedish policies (e.g., harassment and discrimination policies, privacy and confidentiality policies) are applicable when using any form of social media, whether internally or externally. As a workforce member, you cannot share patient, confidential or proprietary information, photographs or videos about Swedish on personal sites. This restriction does not apply to pictures or videos of Swedish's name, logo or premises taken while engaged in concerted activities.

## Records Accuracy and Retention

We prepare and maintain accurate and complete documents and records. We do this to comply with regulatory and legal requirements, and to support our business practices and actions. Records include, for example, financial records, claims made for payment, patient records, caregivers/employees time sheets and expense-related forms and other types of records, whether in paper or electronic formats.

We do not alter or falsify records, and do not destroy records to deny governmental authorities information that may be relevant to a government investigation.

We comply with Swedish's Record Retention policy to support the appropriate retention, protection, maintenance and disposition of all records, regardless of their format or media.

If you have questions about records retention, contact Providence St. Joseph Health compliance office or the Department of Legal Affairs.



### SWEDISH REPORTING OPTIONS:

- 1 Contact your immediate supervisor
- 2 department manager
- 3 compliance and privacy representative or manager.
- 4 Call the 24/7 Integrity Hotline at (888) 294-8455.

# GLOSSARY OF TERMS



<b>caregiver:</b>	We refer to all Swedish employees as caregivers.
<b>compliance:</b>	Acting in accordance with accepted standards and policies, including laws, rules and regulations.
<b>confidentiality:</b>	A set of rules or a promise that limits access or places restrictions on certain types of information. Example: medical information about a patient or financial information about a doctor or hospital.
<b>conflicts of interest:</b>	A situation in which someone in a position of trust has competing professional or personal interests. Such competing interests can make it difficult to fulfill his or her duties impartially. Even if there is no evidence of improper actions, a conflict of interest can create an appearance of impropriety that can undermine confidence in the ability of that person to act properly in his/her position. Example: a purchasing department caregiver/employee ordering supplies from his brother's business.
<b>ethical behavior:</b>	Doing what is right; acting on the basis of Swedish's mission, vision and values such as acting with integrity and setting the highest standards for ourselves and for our facilities.
<b>false claim:</b>	An inaccurate claim submitted for payment to an insurance payer such as Medicare, Medicaid or a third party. Example: person or organization who knowingly makes a false record or files a false claim with the government for payment. "Knowingly" means the person or organization knows the record or claim is false, seeks payment while ignoring whether the record or claims is false or seeks payment recklessly without caring whether the record or claim is false. False claims violations may result in health care providers being excluded from participation in federally and state-funded health care programs, such as Medicare and Medicaid.
<b>fraud and abuse:</b>	<b>Fraud</b> is distinguished from abuse in that, in the case of fraudulent acts, there is clear evidence that the acts were committed knowingly, willfully, and intentionally or with reckless disregard. Examples: charging for three X-rays when you know only one X-ray was performed or falsifying records. <b>Abuse</b> is engaging in a practice or activity that is not part of generally accepted, sound industry standards that may result in unnecessary costs or the receipt of an improper payment.
<b>integrity:</b>	Honesty in words and actions.
<b>Medicaid:</b>	State-governed health care insurance generally provided to those who meet low-income guidelines.
<b>Medicare:</b>	Federally funded and governed health care insurance provided to people age 65 or older and to younger persons who meet disability guidelines.
<b>retaliation:</b>	Any action that negatively impacts a workforce members because they raised a concern.
<b>referral:</b>	For this Code of Conduct, the act of sending a patient to a doctor, hospital or other health care provider or requesting health care services on behalf of the patient.
<b>regulations:</b>	Rules enacted by a government agency that must be followed by those businesses providing the services covered by the rules.
<b>standards and policies:</b>	Requirements for expected behaviors or actions by Swedish workforce members.
<b>system compliance:</b>	A department within Risk and Integrity Services responsible for establishing and monitoring the effectiveness of the Compliance Program.
<b>workforce members:</b>	Defined as all caregivers/employees; members of our system, community and foundation boards; volunteers; trainees; independent contractors; and others under the direct control of Swedish.

## FOR MORE INFORMATION

INTEGRITY HOTLINE: 888-294-8455 (toll free)

### SWEDISH

COMPLIANCE AND PRIVACY OFFICE: 206-215-2613

RISK AND INTEGRITY SERVICES SYSTEM COMPLIANCE AND PRIVACY OFFICE: 425-525-3022

DEPARTMENT OF LEGAL AFFAIRS: 425-525-3935

INFORMATION SERVICES HELP DESK: 206-386-6115

# Doing the Right Thing Right

## Swedish Code of Conduct



Extraordinary **care.** Extraordinary **caring.**<sup>SM</sup>

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