

Code of Conduct



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Mission and Values

Carson Tahoe Mission

- To enhance the health and well-being of the communities we serve.

Carson Tahoe Core Values

- Putting Patients First
- Treating Everyone with Dignity and Respect

The Carson Tahoe Way

A compass guides a group by showing the way and helping everyone move in the same direction. With a common language and clear focus, we will deliver a great patient experience individually, as an organization we will consistently provide what the patients want most.

From this desire to work together from a culture of compassion came our “True North” statement.

Together we inspire hope and build trust through compassion, excellence, and personalized care, every day, every step of the way.

Together...we...because it takes all of us. Kindness and compassion are what is expected and what we desire to always demonstrate. Our competence in our work helps our patients to recognize our excellence. Our ability to deliver personalized care gives our patients the confidence that their needs matter and they can trust in the medical treatment we deliver.





Inspires Hope

- Conducts self with the highest ethical and moral standards.
- Communicates respectfully; listening, seeking clarification, confirming understanding and providing feedback and avoiding gossip and destructive communication.
- Values individual differences including culture, race, national origin, age, gender, religion, political affiliation, veteran status, disability status sexual orientation and gender identity.
- Uses courtesy to convey respect for others, addressing others professionally, allowing others to step onto the elevator, escorting visitors to their destination.

Build Trust

- Adheres to an appropriate and effective set of core values and beliefs during both good times and bad.
- Acts in line with those values and practice what he/she preaches.
- Is widely trusted.
- Is seen as a direct truthful individual.
- Can present the truth in an appropriate and helpful manner.
- Keeps confidences, admit mistakes, and doesn't misrepresent self for personal gain.

Is Compassionate

- Genuinely cares about people.
- Concerned about work and non-work problems.
- Readily available to help and assist in any way possible.
- Is sympathetic to the plight of others not as fortunate.
- Demonstrates real empathy with the joys and pains of others.

Seeks Excellence

- Keeps the patient at the center of all improvements to our organization.
- Seeks to understand conflicting opinions and perspectives.
- Brings concerns to those who can resolve them.
- Implements a newly made decision to the best of their ability.
- Seeks input from others to test and improve ideas.
- Responsible to bring a positive and helpful attitude to work.

Contributes to Patient-Centered Care

- Understands their job is essential to our mission to provide compassionate care without compromise.
- Seek first to understand people and then to be understood.
- Generous with expertise, willingly sharing knowledge with patients, their families, and friends.
- Is empathetic to the fears and concerns of patient and employees, and responds with empathy, expertise, and expediency.
- Involves employees as an active participant in exploring ways that patient care can be delivered honoring their expertise and knowledge.

Core Competencies/Performance Standards

- Respects and protects the confidentiality of information accessed through one's employment.
- Promotes positive public relations for the organization.
- Performs duties in a manner that ensures the employee's and other's safety when using the facilities and services of the department and hospital.
- Understands and performs duties in a manner consistent with the organization's mission, vision, goals/philosophies, and professional standards.
- Accesses and adheres to all department specific and organizational policies and procedures.

Compliance Program

The Compliance Program actively audits for detection and prevention of non-compliance in high-risk areas. Every individual associated with Carson Tahoe including members of our Board of Trustees, administrative staff, employees, physicians, students, volunteers, contractors, and vendors, are required to comply with our standards of conduct. Failure to comply with these requirements will result in prompt, appropriate disciplinary action, including the possibility of termination, separation and the reporting to applicable authorities.

Everyone has a duty to the Compliance Program. This duty obligates you to report activities which you either know or suspect are in violation of federal, state, or local laws, rules, regulations or Carson Tahoe policies and procedures. How do you report violations?

Compliance Reporting Options

Use your chain of command - Talk to your Supervisor

Corporate Compliance Officer (775) 445 - 8776

Anonymous Reporting Processes: (866) 680 - 7961 English

(800) 297 - 8592 Spanish

Intranet Anonymous e-mail (link can be found under the Compliance/Risk heading)

You are encouraged to report directly to your supervisor first.

However, you are free to use any of the means of communication described above if you are uncomfortable talking to your supervisor about your questions or concerns or if your issue is not resolved. All issues reported are promptly and confidentially, to the extent possible, investigated and corrective action taken as necessary and appropriate.

Whistleblower Protection

Employees also should be aware that under federal and state regulations, individuals can bring an action (called a qui tam or whistleblower suit) to enforce the government's right to recover for health care fraud committed by health care providers. A summary of these laws, the protections afforded to whistleblowers under these laws, and how these laws help prevent fraud, waste, and abuse in federal health care programs are available on Carson Tahoe's policy software.



Non-Retaliation

It is Carson Tahoe Health System's policy that retaliation is prohibited against any workforce members, who make a good faith report regarding safety, compliance, ethics, discrimination or any protected activity as defined by federal and state laws, such as Equal Employment Opportunity Commission (EEOC), Occupational Safety and Health Administration (OSHA) and the False Claims' Act (FCA).

CTH prohibits any retribution, retaliation, or harassment directed against an employee for making a good faith effort to report such concerns, whether to supervisors, someone else in the chain of command or another resource within the organization.

Standards of Conduct

Follow the Rules and Prevent Fraud and Abuse

CTH is committed to complying with the False Claims Act (FCA). The FCA prohibits making false claims (also known as fraud and abuse) against the government which includes but is not limited to US Health and Human Services, Centers for Medicare and Medicaid and the Internal Revenue Service.

Fraud occurs when someone intentionally falsifies information and abuse occurs when health care providers or suppliers don't follow good medical practices, resulting in unnecessary costs, improper payment, or services that aren't medically necessary.

- Do not lie, cheat, steal, deceive, or falsify records
- Do not alter documents to gain higher payments for services
- Promptly refund identified overpayments
- Clinical and financial report(s) made to government agencies and authorities shall be full, fair, accurate, timely, and contain honest disclosures

Do what is right, not what is easy.

Have Honest Relationships

CTH is committed to maintaining truthful and fair workplace relationships. Anti-kickback and physician self-referral laws make it illegal to reward those who refer business to CTH. You may be in a position to influence decisions related to patient referrals, purchasing goods or services. If you are in such a position, you cannot offer, solicit or accept any item which could affect your decisions or cause you to use your influence or position with CTH in an inappropriate or unethical manner.

- Avoid conflicts of interest. These are situations where your outside interest has the appearance to influence your judgment related to patient care.



- Don't request or accept personal gifts or gratuities from patients or vendors;
- Never offer anything of value (cash, gifts, bribes or kickbacks) for patient referrals;
- CTH arrangements with physicians or other referral sources must have written agreements, including but not limited to, rental of office space or equipment, employment or professional services.

**If someone wants to make a substantial gift or donation,
refer them to the Carson Tahoe Foundation.**

Keep Patient Information Private and Secure

CTH is committed to keeping patient health information, including information about medical conditions, history, medication, treatments, family illnesses and other financial and personal information, private and secure. All CTH employees, agents, volunteers, clinical and non-clinical are obligated to protect and promote the patient's privacy. According to the Health Insurance Portability and Accountability Act (HIPAA).



- Only access and disclose patient health information required to perform your job duties;
- Don't discuss confidential patient information in public places or with people not involved in the patient's care;
- Keep your workstations, badges, and passwords secure from others and report suspicious actions to the IT Help Desk at x.8929
- Direct patients who have questions about their medical record (including medical record review, amendment, restriction, copies, patient portal etc.) to Medical Records
- Direct patients and co-workers who have privacy complaints to the Privacy Office (775) 445 - 8776 or Customer Experience at (775) 445 - 8008

**Do not share patient information or describe patient interactions on social media -
a patient can be identified using very little information.**

Protect Our Business Records and Assets

Carson Tahoe is committed to protecting the integrity of our business records and use of assets. Business records and assets include but are not limited to: employment files, marketing plans, physician contracts, digital and non-digital documents related to patient care, finance and accounting records, equipment, inventory, money, and proprietary information.

- Avoid any use that could cause waste, loss, or damage to business records or assets;
- Destruction of records or sale of assets must be properly approved and documented;
- Refer inquiries about our financial activities, sales or strategic plans to authorized Carson Tahoe spokespersons; and
- Information technology resources, such as the internet may only be used consistent within a professional environment.

Treat Carson Tahoe's property with care.

Provide patients with access to quality care and service

Patient services at CTH occur through organized and systematic processes designed to ensure the delivery of safe, effective and timely care and treatment. CTH adheres to the Emergency Medical Treatment and Active Labor Act (EMTALA) when providing emergency screening, stabilization treatment, and/or appropriate transfer, to all patients, regardless of ability to pay.



- Treat all patients with dignity, respect and courtesy
- Comply with respective professional associations, accreditation standards and CTH improvement plans.
- Inform patients where they can obtain a full listing of their rights and responsibilities (posted on hospital signage boards and on the CTH website)
- Refer patient concerns to Customer Experience at ext. 8008

Respect everyone and be safe

CTH is committed to affirming the talents and contributions of our diverse staff and to providing an equal opportunity work environment where everyone is treated with fairness, dignity, and respect.



Verbal, sexual, physical, or emotional harassment of any member of the CTH will not be tolerated. If you experience any type of harassment, you should immediately report the situation to your supervisor. If you are not comfortable discussing the situation with your supervisor, or if you have talked to your supervisor and you do not feel the situation has been adequately addressed, you should talk to Human Resources, or you may report your concerns to the Compliance Officer either directly or through the Compliance Line.

- Identify and report workplace violence
- Support a Drug-free workplace
- Follow emergency preparedness protocols
- Promptly report on the job injuries
- Value diversity and set aside differences when working together.

Carson Tahoe Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

