

Hartford Hospital Code of Conduct Summary



Hartford Hospital
80 Seymour Street
Hartford, CT 06102

Compliance Helpline
Toll Free: 1.800.431.5572



Message From The President

Our mission is to promote, restore and maintain the health of all the people we serve. In order to do this successfully, among other things, we all must adhere to a high standard of individual and organizational ethical and legal business practices.

Like all of you, I want to know that I work in an organization that is committed to strong ethical standards. Our formal Corporate Compliance Program helps ensure that we stay on course. It provides us the guidance and education we need to retain our solid corporate reputation. It serves to document, to those outside of our institutions, our desire and success in complying with the laws and regulations that govern us, as well as our willingness to support government initiatives to reduce fraud and abuse in health care.

Our Code of Conduct is the cornerstone of our program. The full Code of Conduct is available in every department, in Human Resources, on the Intranet and the Internet. This is your copy of our summary Code of Conduct which, like the full Code, re-affirms the principles that have guided us since our inception in 1854. Please read it carefully and keep it continuously in mind. The Corporation needs the personal commitment of each and every employee to maintain its reputation as an ethical and responsible corporation. If you ever have a concern regarding ethical or legal compliance, whether it involves you directly or indirectly, **it is your obligation to report any actual or perceived improper activities to Management, Human Resources, the Director of Compliance or the Compliance Helpline.**

Thanks for joining me in this important initiative. Together, we will continue to successfully fulfill our mission.

Sincerely,
Elliot Joseph
President and Chief Executive Officer
Hartford Hospital

Mission Statement

The mission of Hartford Hospital is to promote, restore, and maintain the health of all the people we serve.

VISION STATEMENT

To be the regional destination provider of innovative and complex care.

VALUES

Patient-Centered Care: In all our endeavors, we are guided by the needs of the patient, creating a partnership that is effective and personal across the continuum of care.

Continuous Learning: We actively support outstanding programs of education and research designed to encourage the acquisition of knowledge and skills that are of value to the organization and community.

Community: We actively develop partnerships that will improve our community and, as stewards of a public trust, we ensure informed and dignified care for all patients, regardless of their ability to pay.

Communication: We strive to acquire and understand information and share it clearly and effectively.

Hartford Hospital's Code of Conduct Summary

Mission Statement continued

Relationships: We develop and strengthen collaborative relationships with all of our customers, including our patients, their families, our employees, volunteers, medical staff and our business partners.

Diversity: We recognize, respect and actively support differences among individuals and demonstrate this philosophy through our words and actions.

Human Resources: We support the professional and personal growth of employees in their pursuit of the Hospital's Mission.

Organizational Ethics: We are guided by ethical values that emphasize honesty, fairness, dignity and respect for the individual.

Superior Performance: We strive for superior performance in all that we do, to preserve the Hospital's clinical, organizational and financial strength.

Service Excellence: In every interaction we have with patients, visitors, physicians, co-workers and others throughout the hospital, we demonstrate our commitment to anticipating, meeting and exceeding their expectations.

Hartford Hospital's true foundation has always been its commitment to providing quality care to its patients and to the communities it serves. This remains our mission today. We are dedicated to our founding principles of integrity and excellence in all areas of health care delivery and management. We are each responsible to uphold these principles in our work and our professional relationships. This approach is based on Hartford Hospital's strong value system, including such things as service, partnership, stewardship, and innovation.

Hartford Hospital's Code of Conduct was created to provide important guidance regarding ethical and legal standards for all of our business affairs. It applies equally to all who work on behalf of the organization, including employees, agents, officers, and board members. The Code affirms our clear obligation to comply with all relevant laws and regulations and to conduct ourselves ethically in all aspects of our work. Things like truth, compassionate care and treating individuals with respect are among the basic tenets of the organization and are also laid out in our Code of Conduct.

Hartford Hospital, its board members, employees, officers, and agents are:

- Dedicated to providing quality care to our patients and our communities. We are committed to providing our patients

equal access to medical treatment, treating each patient with respect and dignity.

- Committed to complying with all laws and regulations as they relate to our work. Supervisory staff is responsible for ensuring those whom they supervise are knowledgeable about their responsibilities and obligations.
- Responsible for submitting accurate claims in accordance with applicable rules and regulations.
- Committed to developing ethical business relationships based on fairness and merit. Hartford Hospital avoids all undue influence and does not accept or condone kickback activity.
- Responsible to maintain all financial records using generally accepted accounting principles and procedures.
- Responsible to protect Hartford Hospital's resources. Use of hospital funds, systems, supplies, equipment (i.e. internet, telephone, etc.) is limited to purposes in furtherance of the organization's business.
- Obligated to report any real or suspected violations of law, regulation, or the Code of Conduct. Individuals who come forward in good faith to report potential violations are protected by Hartford Hospital's Non-retaliation Policy.

- Obligated to ensure maintenance of all necessary licensures and certifications required for the performance of work on behalf of the hospital.
- Responsible to abide by this Code of Conduct, facility by-laws, policies and procedures and applicable professional bylaws and Codes.
- Obligated to avoid conduct that has even the appearance of a conflict of interest in all affairs relative to Hartford Hospital's business.
- Responsible to conduct its tax-exempt activities, in accordance with relevant legal and regulatory guidelines.
- Committed to guarding protected health information of our patients under HIPAA as well as confidential business information.
- Careful to maintain a safe work environment, affording opportunities for growth and development while treating everyone courteously.



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