

Organizational Ethics Statement of The Children's Hospital of Philadelphia

The Children's Hospital of Philadelphia and its affiliates have adopted this Organizational Ethics Statement in recognition of our responsibility to our patients, staff, physicians and the community. This Organizational Ethics Statement affirms our commitment to legal, ethical and professional behavior in all of our activities on behalf of the Hospital and its affiliates.

"We" or "our" in this Statement means the Trustees, Officers, employees and members of the Medical and Research Staffs of The Children's Hospital of Philadelphia, The Children's Seashore House of The Children's Hospital of Philadelphia, and the CHOPPA Practice Plans (currently Children's Anesthesiology Associates, Children's Health Care Associates, Children's Surgical Associates, Radiology Associates of Children's Hospital, and their New Jersey affiliates) (together, the Hospital), and of entities controlling, controlled by or under common control with the Hospital, including The Children's Hospital Foundation, as well as others providing services at facilities owned or operated by the Hospital.

Ethics and Personal and Professional Integrity

■ We are committed to adhering to the highest ethical standards in all of our activities for the Hospital and its affiliates. We strive to carry out our responsibilities with honesty, integrity and openness. The Hospital and its affiliates strive to promote a working environment that values respect, fairness and ethical conduct.

Commitment to Hospital Mission, Values and Reputation

■ We are dedicated to working to support the mission of The Children's Hospital of Philadelphia:

The Children's Hospital of Philadelphia, the oldest hospital in the United States dedicated exclusively to pediatrics, strives to be the world leader in the advancement of health care for children by integrating excellent patient care, innovative research and quality professional education into all of its programs.

We perform our work in accordance with the values of the Hospital and its affiliates, which include Compassion, Commitment, Communication, Family-Centered Care, Innovation, Respect, Service Excellence, Teamwork, Accountability, Integrity and Ethical Conduct.

The reputations of the Hospital and its affiliates are among their most valued assets and we strive to assure that we act at all times in a manner that will reflect positively on the long-term reputations of the Hospital and its affiliates.

Governance

■ The Hospital and its affiliates are governed by Boards of Trustees that are responsible for setting the mission and strategic direction of the organizations and for oversight of the finances, operations and policies of the Hospital and its affiliates, as set forth in their respective Bylaws.

Respect for Patients and their Families

■ We treat patients and their families with dignity, respect and courtesy. Patients and parents/patient representatives are involved in decisions regarding the care that we deliver to the extent that it is appropriate. We also seek to inform patients and parents/patient representatives about the therapeutic alternatives and the risks associated with care they are seeking. We seek to understand and respect patients' and families' objectives for care and to provide services that meet the identified needs of patients and families. We strive to adhere to a uniform standard of care throughout the Hospital and its affiliates, consistent with patient needs. We attempt to treat patients and families in a manner that is respectful of and sensitive to their backgrounds, cultures, religions and heritages.

Availability of Patient Care

■ We provide services to those patients for whom we can safely and appropriately provide care, regardless of race, color, national origin, ancestry, religion, sex, sexual orientation, marital status or actual or perceived disability. We provide services that are medically necessary to all pediatric patients in our Primary Service Area, regardless of ability to pay, in accordance with the Charity Care Policy of The Children's Hospital of Philadelphia. We fairly and accurately represent the capabilities of the Hospital and its affiliates and the services we can provide to patients.

Fair Billing Practices

■ We strive at all times to assure that billings to patients and parents/patient representatives and government and private payors are accurate, timely and understandable and meet applicable legal and contractual requirements. We assist patients and parents/patient representatives who seek to understand the cost of their care. We also attempt to resolve questions and objections to the satisfaction of patients and parents/ patient representatives while also considering the best interests of the Hospital and its affiliates.

Resolution of Conflicts

■ We recognize that, from time to time, conflicts will arise among those who participate in patient care and other decisions. We will seek to resolve conflicts fairly and objectively through a number of established mechanisms, including Administrative and Human Resources policies and the Ethics Committee of The Children's Hospital of Philadelphia.

Recognition of Potential Conflicts of Interest

■ We recognize that the potential for conflicts of interest exists for decision makers at all levels within the Hospital and its affiliates, including Trustees, administration, the Medical and Research Staffs and other employees. We follow the Conflicts of Interest Policy of The Children's Hospital of Philadelphia, which requires that potential, perceived and actual conflicts are to be avoided. We disclose potential conflicts of interest in accordance with that Policy, so that appropriate action may be taken to ensure that important decisions are not inappropriately influenced by conflicts.

Confidentiality

■ We maintain patient and other institutional information in a confidential matter in accordance with law and the Confidentiality of Patient and Institutional Information Policy of The Children's Hospital of Philadelphia and related policies. We use patient and institutional information only to the extent we are authorized to do so to carry out our duties on behalf of the Hospital and its affiliates. We take care to protect patient and institutional information from unauthorized use or disclosure.

Compliance with Laws and Policies

■ We recognize the importance of being knowledgeable of and complying with all applicable laws and the policies of the Hospital and its affiliates. The Hospital and its affiliates maintain a Compliance Program that seeks to assure that the activities of the Hospital and its affiliates and their personnel comply with relevant legal, regulatory, ethical and institutional standards.

Reporting Violations and Protection from Retaliation

■ We recognize and comply with our obligation to report any suspected illegal or improper conduct through the appropriate channels, as described in "Setting the Standard," the Compliance Guide of the Hospital and its affiliates. Our Compliance

Program includes systems to allow prompt reporting of any compliance concerns or issues, including the availability of a hotline for making anonymous reports. We do not retaliate against anyone for making a good faith report of a compliance issue.

Openness and Disclosure

■ We make legally required and appropriate disclosures to government bodies that regulate the Hospital and its affiliates, to the auditors of the Hospital and its affiliates, and to others in connection with their duties on behalf of the Hospital and its affiliates. In all such disclosures and in other situations where we provide information, we seek to provide information that is full, fair, accurate, timely and understandable.

Organizational Improvement

■ We strive, on a continuing basis, to enhance safety, improve patient care and increase organizational effectiveness.

Safeguarding Institutional Resources

■ We seek to ensure effective and appropriate use of funds and other resources of the Hospital and its affiliates, including adhering to the following principles:

- Providing appropriate resources for programs in support of the mission of The Children's Hospital of Philadelphia;
- Providing appropriate resources to ensure effective accounting systems, internal controls, competent staff and other systems critical to the management of the Hospital and its affiliates;
- Compensating staff reasonably and appropriately; and
- Safeguarding against the waste, misuse or other inappropriate use of resources of the Hospital and its affiliates.

Fundraising

■ We disclose important and relevant information to potential donors and are truthful in our solicitation materials. We respect the privacy concerns of individual donors to the extent permitted by law. We expend funds consistent with donor intent and the mission of The Children's Hospital of Philadelphia. Our fundraising costs are reasonable. Our fundraising activities are ethical and appropriate.

Inclusiveness and Diversity

■ We promote inclusiveness and diversity in our Boards, Medical and Research Staffs, employees and volunteers. We take meaningful steps to promote inclusiveness and diversity in our hiring, retention, promotion, Board recruitment and constituencies served.

Accountability

■ We hold ourselves accountable to act in accordance with this Organizational Ethics Statement and the supporting policies. We take appropriate disciplinary action against those who fail to do so.