

BAYLOR SCOTT & WHITE

Code of Conduct

Our commitment
to integrity



BaylorScott&White
HEALTH

We serve faithfully.

A message from the Chief Executive Officer and Chief Corporate Ethics & Compliance Officer

Baylor Scott & White Team Members,

We are all united by our common Mission, Vision and Values. Our personal Commitments to those we serve contribute to a culture focused on delivering high-quality care. Collectively, these promises empower our culture of integrity.

Regardless of role, each of us must always act in an ethical and legal manner. There may be situations, however, when the appropriate next step may not be clear. That's when the Code of Conduct and the Office of Corporate Ethics & Compliance are here for you.

While the Code won't address every situation you face, it serves as a helpful tool for guiding your decisions and interactions with others. Understanding and complying with the Code is an essential attribute of being a Baylor Scott & White team member. It reflects our commitment to the highest ethical standards as:

We serve faithfully by doing what's right with a joyful heart.

We never settle by constantly striving for better.

We are in it together by supporting one another and those we serve in all we do.

We make an impact by courageously taking initiative and delivering exceptional experiences.

Each day you are adding to the next chapter of Baylor Scott & White's legacy of service to our communities. Thank you for supporting and strengthening our culture proudly rooted in integrity and the highest ethical standards.

With appreciation,



Peter J. McCanna

CHIEF EXECUTIVE OFFICER
BAYLOR SCOTT & WHITE HEALTH



Margaret von Sehrwald

CHIEF CORPORATE ETHICS & COMPLIANCE OFFICER
BAYLOR SCOTT & WHITE HEALTH

We are in it together.

A message from the Clinical Leadership

Baylor Scott & White Team Members,

The Baylor Scott & White Health *Code of Conduct* helps providers and the health care team as they endeavor to provide personalized, comprehensive, and quality health care, enhanced by medical education and research.

Each of us is a leader within our sphere of influence and how we treat patients, colleagues and team members will set the tone for how care is delivered. We can expect better from those around us only when we do better ourselves and lead by example.

We seek to create ideals that define the type of behaviors that will enable us to fulfill our faith-based Mission, Vision and attain our Values. Baylor Scott & White Health is committed to highly reliable practices and procedures; quality research; quality staff education; retrospective privileged quality improvement activities with analysis of the clinical care provided to patients; and reasonable steps to promote a culture of zero preventable harm. Our goal is to not only meet the legal standard of care but, when reasonably possible, to be better. Most importantly, we seek to provide an atmosphere that helps us all flourish professionally and personally, and to create an organization that is defined by our commitments to our patients, providers and team members.

With appreciation,



Walter Peters, MD

CHIEF MEDICAL OFFICER
BAYLOR SCOTT & WHITE HEALTH



**Karla Ramberger,
DNP, RN**

CHIEF NURSING OFFICER
BAYLOR SCOTT & WHITE HEALTH



Rob Watson, MD

CHIEF CLINICAL OPERATIONS OFFICER
BAYLOR SCOTT & WHITE HEALTH

Our Mission, Vision and Values

MISSION

Founded as a Christian ministry of healing, Baylor Scott & White Health promotes the well-being of all individuals, families and communities.

VISION

Empowering you to live well.

VALUES

- **We serve faithfully**
by doing what's right with a joyful heart.
- **We never settle**
by constantly striving for better.
- **We are in it together**
by supporting one another and those we serve in all we do.
- **We make an impact**
by courageously taking initiative and delivering exceptional experiences.

Our Code of Conduct

This *Code of Conduct* (“Code”) sets forth the seven fundamental principles for ethical behavior and practices that apply to everyone who works for or on behalf of Baylor Scott & White Health and its controlled affiliates (“BSWH”). As such this Code defines what we agree to honor, both collectively and individually, to advance BSWH’s Mission, Vision and Values. Additional details related to the Code are included in BSWH’s [Guidelines for Ethical Conduct](#).



Respecting and honoring the dignity of all individuals.

We treat those we serve with fairness, compassion and respect and deliver customer-focused care. We work collaboratively with customers and BSWH team members to deliver the best possible experience. We maintain inclusive environments that are free from discrimination, harassment, bullying and other threatening, violent or other disruptive behaviors. We are in it together and our actions exemplify our collective commitment to diversity, equity, inclusion and belonging as we honor those we serve, the communities we serve and each other.



Delivering the highest quality care and service in environments that promote well-being and safety.

We promote a culture of zero preventable harm and optimal outcomes when reasonably possible by unwavering commitments to high reliability practices and procedures while honoring physician and clinical judgment, to being fully present, to conducting research based on intellectual honesty, scientific rigor and regulatory requirements and to speaking up and reporting concerns when something does not seem right.



Safeguarding System resources.

We responsibly manage BSWH property, time and information. We maintain accurate business records and inventories according to our policies. We are responsible stewards of our resources by reducing waste and avoiding misuse.



Supporting cost-effective care through appropriate documentation and compliant billing practices.

We commit to documentation practices that support high-quality, medically necessary and cost-effective care as well as accurate reporting and compliant billing practices. We seek out education and resources on requirements so that our actions comply with coding guidelines and payer requirements. We commit to reporting instances of perceived non-compliance and suspected incidents of perceived fraud, waste or abuse.



Protecting information entrusted to us.

We commit to being protective stewards of our customers' and organization's information as well as maintaining the confidentiality and integrity of information entrusted to us. In so doing, we guard against misuse and abide by regulatory requirements and applicable BSWH policies.



Thinking and acting ethically.

We are honest and ethical in our words and actions and avoid activities, situations or relationships that may compromise our business objectivity, decision making or obligations to those we serve and BSWH. We maintain appropriate relationships with third parties including physicians, joint ventures, vendors, research sponsors and others. We report any actual or perceived conflicts of interest to our supervisor and the Office of Corporate Ethics & Compliance and comply with BSWH's policies to manage such matters.



Honoring BSWH's Code of Conduct.

We understand and abide by BSWH's *Code of Conduct*. We also commit to knowing and following the laws, rules, regulations and BSWH policies, procedures and guidelines applicable to our work. We raise questions or concerns and report any suspected or actual violations of the Code. We cooperate and provide assistance, as requested, with internal investigations and do not retaliate against those for reporting concerns to us. In so doing, we advance our faith-based Mission, Vision and Values.

More about our Code of Conduct

This **Code of Conduct** and its **Guidelines for Ethical Conduct** have been developed as companion documents to help BSWH team members carry out their day-to-day activities while upholding our collective commitment to a strong ethical and compliant culture.

If you have questions, we encourage you to speak directly with your supervisor or your supervisor's manager, department leadership, another trusted leader in the organization or your Entity Compliance Liaison. You can also contact the Office of Corporate Ethics & Compliance for guidance. We have a dedicated team ready to support you.

- You can reach us by phone at 214-820-8888 or by email at Compliance@BSWHealth.org.
- Alternatively, you can call the Compliance HelpLine 24 hours a day at 1-866-245-0815 or online at [ComplianceHelpLine](#).

To order print copies of the *Code of Conduct*, please email the Office of Corporate Ethics & Compliance at Compliance@BSWHealth.org. For copy requests, please include the quantity requested and the location and/or address to which the copies should be sent.