Developing an Ethical Culture

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It takes 20 years to build a reputation and five minutes to ruin it. If you think about that, you'll do things differently.

- Warren Buffett
Consequences of unethical behavior:

- Reputational damage
- Exorbitant financial penalties and/or fines
- Expensive settlements
- Corporate Integrity Agreements (CIAs)
- Legal expenses
- Effects on employee morale
Ethical lapses can be reduced in a culture where ethics are at the center of attention.

- Nicholas Epley
“Tone at the Top”
V.
“Tone in the Middle”
Lay a foundation of ethics on which to build a culture of compliance.
Start with a well-crafted mission statement.

- Nicholas Epley
Jackson Health System

Our Mission and Values:

• **Mission**
  – To build the health of the community by providing a single, high standard of quality care for the residents of Miami-Dade County

• **Values**
  – Jackson is committed to providing the best care, with care, for everyone by demonstrating compassion, accountability, respect, and expertise.
Culture Transformation

Our CARE values launched with an inaugural leadership rally and interactive experience that brought compassion, accountability, respect, and expertise to life.

A record-breaking 72 percent of staff completed the 2018 employee engagement survey.

More than 25,000 care badges have been sent to date.

That's more than 25,000 expressions of gratitude between us.


Miracles made daily.
Journey of CARE Timeline

**Aug**
Weekly Leadership Focus
- Safety rounding
- Learning from defects
- Bridging communication

**Sept**
Just Culture
- Leader Training

**Oct**
Journey of CARE
- CARE is Speaking Up
  - Team Huddle Activities
  - Culture of Safety Survey

**Nov**
Journey of CARE
- CARE is Speaking Up

**Dec**
CARE Stories
- Focus on Speak Up
  - Recognition

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Miraclés made daily.
CARE Is Speaking Up.
Help us be a more compassionate, accountable, & respectful organization with unmatched expertise.

1 in 4
A patient has a 1 in 4 chance of experiencing injury, harm or death when admitted to a hospital.

440,000
As many as 440,000 people die every year in the U.S. from hospital errors, injuries, accidents, and infections.

1.3 Million
There are 1.3 million annual injuries in the U.S. from medication errors.

+1,000
Today alone, more than 1,000 people will die in the U.S. because of a preventable hospital error.

Why Are We Speaking Up?
We speak up because we are building a culture of CARE.

Miracles made daily.
Rather than telling people what not to do, focus on the ‘why’.

- Gustavo Razzetti
Relativity applies to physics, not ethics.

- Albert Einstein
Jackson
HEALTH SYSTEM
Miracles made daily.