

Standards of Conduct for Ochsner LSU Health Shreveport



For the workforce of
Ochsner LSU Health Shreveport –
Academic Medical Center,
Ochsner LSU Health Shreveport - Monroe Medical Center,
and all clinics.



Every day, we have the opportunity to change and saves lives by delivering safe, high-quality care. It's a responsibility that we don't take lightly.

Creating a culture that emphasizes patient-centered care, safety, quality, and compliance is vital to meet our mission and work toward our vision. In the next few pages, you will be introduced to our Standards of Conduct. Much of what you will read is not new information, but it should serve as an important reminder of how we should approach our work.

We all share a commitment to our patients, our partners, and each other.

- Our patients trust us to take care of them in their most vulnerable time.
- Everyone deserves safe, high-quality care, excellent service, and privacy.
- Our partners are a valued asset, and we will maintain effective, professional, and ethical business relationships that avoid even the appearance of conflicts of interest.
- To provide the best care, it's vital that our teams feel respected and appreciated and are empowered to take action to best serve our patients.

Every single person in our organization plays a vital role in the success of our organization and in our patients' lives every day. Ensuring we adhere to the principles outlined in this document is crucial to those outcomes. Thank you for everything you do to care for the people who count on us.



Chuck Daigle
Chief Executive Officer



Dr. David Lewis
Chief Medical Officer

Compliance Is Our Responsibility

We all share in three main areas of compliance responsibilities at Ochsner LSU Health Shreveport (OLHS): responsibilities to our patients, to our partners, and to each other.

It is our duty to understand the requirements and restrictions that affect the way we perform our jobs. As OLHS team members, we are responsible for conducting business in a manner that follows federal, state, and local laws. We are also responsible for understanding and following OLHS policies and procedures. Where the laws are permissive, we will choose the course that is in the best interest of our patients.

Responsibility to Our Patients

Our most important responsibility is to care safely for our patients. Compliance with federal, state, and local laws will never compromise or conflict with this responsibility.

All OLHS employees and workforce members support OLHS's Mission and Values in our everyday interactions. Our patients are our first priority and we make every effort to:

- Treat our patients with respect and dignity at all times.
- Respect the right of our patients to receive reasonable and necessary care and services provided by properly qualified individuals and include them in decisions about their care.
- Provide compassionate patient care and services that are based on current standards of practice and in accordance with all applicable policies, contracts, rules, and laws.
- Maintain a high level of knowledge and skills within our areas of responsibility and communicate clearly to ensure understanding.
- Document all care as required by law, payors, professional standards, and OLHS policies.
- Respect the privacy of our patients and treat all patient information with confidentiality and security.
- Discuss patient information only with those involved in the patient's care and as necessary for treatment, payment, operational purposes, or when required by law.
- Conduct research with the highest standards to maintain scientific integrity and protect research subjects.
- Protect our patients' information and assets against loss, theft, and misuse.

Responsibility to Our Partners

Our partners are a valued asset of OLHS. Our partners include a variety of businesses and governmental agencies. We monitor business arrangements to ensure that we do not violate federal, state, and local laws, including the Physician Self-Referral Law (the “Stark” Law), the Anti-Kickback Statute, or the Foreign Corrupt Practices Act, and to detect those relationships that may result in a conflict of interest or the appearance of a conflict of interest.

OLHS is dedicated to striving for excellence while providing healthcare, educating health professionals, and performing health-related research in a transparent environment. We must conduct ourselves and uphold our duties for the purpose, benefit, and interest of OLHS and the communities we serve. Therefore, we:

- Avoid engaging in any activity, practice, or act that creates a conflict of interest or the appearance of a conflict of interest;
- Act in the best interest of OLHS in all transactions with suppliers, patients, government agencies, or any other business partners and do not use our positions for personal gain;
- Make purchasing, business, and medical decisions in accordance with the law and with the best interest of OLHS and our patients in mind;
- Follow OLHS’s conflict of interest policies and disclose actual or potential conflicts of interest;
- Hold ourselves accountable for our actions in relation to OLHS and the communities we serve.

OLHS’s ability to deliver the highest quality care to our patients depends on the prevention, detection, and correction of fraud, waste, and abuse. OLHS’s ability to correct instances of fraud, waste, or abuse is integral to the success of our compliance program.

We are committed to upholding OLHS’s Standards of Conduct, OLHS policy, federal and state law, and to reviewing and resolving any instance of noncompliance.

Responsibility to Each Other

We respect the dignity of every person, provide equal opportunity, and offer a safe place to work and receive care.

OLHS fosters an environment that:

- Builds relationships based on mutual trust and respect and honors the importance of teamwork;
- Respects the inherent dignity of every person;
- Promotes employee participation;
- Encourages individuals to seek out different views and raise questions or concerns without fear of adverse consequences;
- Encourages individuals to show respect through communication; and

- Ensures the safety and well-being of each member of the OLHS community, including our patients, employees, contract personnel, and visitors.

OLHS provides healthcare, education, and employment for all persons without regard to age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, veteran status, sex, sexual orientation, and gender identity or expression. Discrimination in any context or form is not tolerated.

OLHS recognizes the diverse talents, experiences, and backgrounds that our workforce offers to the organization and to our patients. It is our goal for each employee to reach the employee's fullest potential by fostering a work environment where all differences are valued. With a diverse employee base, we can better support one another, our communities, and our patients.

OLHS is committed to providing a work environment in which everyone feels comfortable asking questions or discussing matters of concern. OLHS does not tolerate retaliation against any employee who reports a concern properly and in good faith.

The Role of Compliance in Addressing Concerns

The Compliance and Privacy Department administers OLHS's Compliance Program. This responsibility includes responding, in an impartial manner, to allegations of wrongdoing, concerns, and questions. Compliance will respect and protect the rights of all personnel, including anyone who is the subject of a complaint. Allegations are investigated and verified before any action is taken. Everyone is expected to cooperate with investigation efforts.

Closing

The Standards of Conduct exist for the benefit of OLHS, our patients, and the communities we serve. This document expresses our commitment to responsible business conduct. The Compliance & Privacy Department maintains oversight of the Standards of Conduct. We are available to answer questions and respond to any concerns you may have related to the current healthcare environment.

The Compliance team works closely with executive and physician leaders, members of management, and appropriate committees to ensure adherence to complex regulatory requirements. Because it is not possible to list every scenario we might face, any member of the OLHS community encountering a situation not specifically addressed by these standards should apply the overall philosophy and the concepts of these Standards of Conduct to the situation and consult with the Compliance & Privacy Department for additional guidance.

If you have any questions or comments, please feel free to contact:

Compliance & Privacy

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Please visit the Compliance section of our website for more information on our responsibilities related to specific compliance areas, including fraud, waste, and abuse prevention, privacy, security, and additional regulatory guidance.

