

KP-Office-of-the-CEO

To SENDALL - NOTES

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cc

Subject A Message from Our Senior National Leaders – Updated Principles of Responsibility

Please respond to KP-Office-of-the-CEO
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## ***A Message from Our Senior National Leaders***

**George Halvorson**, Chairman and CEO, Kaiser Foundation Health Plan, Inc. and Kaiser Foundation Hospitals

**Francis J. Crosson, MD**, Executive Director, The Permanente Federation, L.L.C.

**John August**, Executive Director, Coalition of Kaiser Permanente Unions

Dear Colleagues,

Each of us is responsible for doing our part to uphold the excellent reputation and credibility that Kaiser Permanente has earned over the years. Since our founding in 1945, we have earned the trust of members, patients, and our partners by maintaining an unwavering commitment to our mission: to provide high-quality, affordable health care services to improve the health of our members and the communities we serve. We have also earned our reputation by our direct commitment to doing the right thing and doing it for the right reasons. We are an ethical organization and we take great pride in our ethical commitments and behaviors.

Kaiser Permanente's *Principles of Responsibility*, our code of conduct, is written to help each of us understand what we must do each and every day to maintain our good reputation, to honor our commitment to ethical behavior, and to comply with all applicable laws, regulations, and accreditation standards.

As you may know, the *Principles of Responsibility* booklet is not new, but it has recently been updated with new information and we are asking you to follow the updated version as of today. The booklet highlights certain ethical issues we may encounter in the course of our work and provide concrete examples of how to resolve them. The process for distributing the Principles of Responsibility booklet will vary across the Program. In the meantime, you may view the *Principles of Responsibility* on the Compliance Web site at [kp.org/compliance](http://kp.org/compliance).

No code can anticipate every situation that we might face as we provide health care to our members, patients, and the communities we serve. Please use your good judgment and speak up when you are unsure of what to do. When in doubt, ask questions. Talk to your colleagues and to your leaders. If you are aware of

issues that might be a violation of this code, you have an obligation to report it to your Chief, manager or supervisor; your Human Resources representative; your Compliance Officer; or the Kaiser Permanente Compliance Hotline at 1-888-774-9100. Each of us has an integral role to play in helping to secure our reputation and our future, and each of us has an obligation to help us meet our commitments.

The trust that our members and patients place in Kaiser Permanente begins with each and every one of us. Kaiser Permanente's reputation is in our hands, and we are fortunate to be guided by principles that have served us well and that will continue to make us proud. Please read the *Principles of Responsibility* with care, refer to them often, and commit to following them in your daily work.