Kaiser Permanente’s *Principles of Responsibility* is our code of conduct. It provides us with the guidance we need to do the right thing in taking on new opportunities and emphasizes the importance of complying with all laws, regulations, and policies.

The *Principles of Responsibility* provides guidance over ten sections. Each of these sections have been grouped over five broad categories. This guide has been developed to provide you with a quick reference to the key messages covered by each of these sections. Reading this guide is not a substitute for reading the *Principles of Responsibility*.

**INTRODUCTION**

1. **Do the Right Thing**
   Compliance is everyone’s responsibility. While no set of rules or policies can provide answers to every scenario, these five guiding principles have been developed to assist you with doing the right thing.
   1. Improve Our Members’ and Patients’ Health and Wellness and the Nation’s Health Care
   2. Excel and Innovate in Our Professions
   3. Respect Members, Patients, Customers, and One Another
   4. Be Fair and Honest
   5. Demonstrate a Commitment to Compliance and Ethics

**PRESERVE THE TRUST OF OUR MEMBERS, PATIENTS, AND CUSTOMER**

2. **Respect Confidentiality, Privacy, and Security**
   Keep member and patient information confidential and secure to preserve the trust of our members and patients, provide quality health care, and be compliant with laws and Kaiser Permanente (KP) policies. Protect information by keeping electronic devices secure and passwords protected.

3. **Focus Resources on Member and Patient Care**
   We all have a role to prevent and detect fraud, waste, and abuse. This helps us provide affordable health care and protects our members. You must not participate in fraudulent activities. You must report potential fraud if you become aware of it.

4. **Support Community Involvement**
   Improving the health of the communities we serve is part of our mission. Your involvement in the community is encouraged. Be sure to discuss your community or government involvement with your chief or immediate supervisor and follow policies that apply to you.

5. **Protect Our Assets and Information**
   Kaiser Permanente assets are to be used for health care and business purposes. Safeguard confidential information, use funds and resources appropriately, and ensure business records are maintained per KP policies.

6. **Protect Our Reputation**
   Authorization is required to communicate to the public or professional organizations on behalf of KP. If you are speaking or writing on behalf of KP, it is important that you obtain approval from your chief or immediate supervisor and follow the policies that apply to you.
HELP MAKE KAISER PERMANENTE A BEST PLACE TO WORK

7. Treat One Another with Dignity and Respect
KP is committed to promoting and maintaining an inclusive, high-performing culture in everyone makes full use of others’ talents, experience and backgrounds. We do not tolerate intimidation, retaliation, or harassment that violate KP policies. We keep our workplace safe by reporting work-related injuries and environmental hazards.

MAKE OBJECTIVE AND FAIR DECISIONS

8. Avoid Conflicts of Interest
Conflicts of interest occur anytime relationships or personal financial interests influence, or might reasonably appear to influence, your ability to make an objective and fair decision based solely on what is best for KP and the members and patients we serve. Refer to your policies and this section in the Principles of Responsibility for guidance on avoiding a conflict of interest or the appearance of a conflict of interest.

9. Meet Government Expectations and Cooperate With Government Inquiries
Inform your chief, supervisor, or compliance officer when a government official contacts you. Also, protect KP by following the policies that apply to you when participating in political activities and when making personal political donations.

KNOW HOW TO GET HELP

10. Speak Up if You Have Any Questions or Concerns
Report potential compliance issues to or discuss questions with your chief, immediate supervisor, HR, compliance officer, or union steward or representative.

Read the Principles of Responsibility online at wiki.kp.org/wiki/display/por/Home