




Leading With Ethics & Integrity



Objectives

- ❖ Recognize the difference between compliance and ethics
- ❖ Learn approaches that sustain a culture of positive ethics, integrity and authenticity
- ❖ Appreciate the importance of leading with emotional intelligence and effective stewardship

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Ethics & Compliance

Compliance Programs – Inform and monitor adherence to specific state and federal laws and regulations and guidelines by implementing internal controls, policies and procedures (for example – billing, coding, reimbursements, audits) – focus on risk management.

Ethics Programs – Takes compliance to the next level. Ensures an organization lives its common values and principles (e.g. act in the patient's best interest, respect for others, fairness, honesty, etc.). Ethics is about doing the right thing.

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Leading With Ethics & Integrity

"There is no such thing as a minor lapse of integrity."

Tom Peters
Author & Consultant

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Leaders Should.....

- ❖ Communicate core values
- ❖ Ensure fairness and consistency exists throughout organization
- ❖ Engage staff in developing “guiding principles” – standards of behavior
- ❖ Accept full accountability for everything you say and do – be a great role model
- ❖ Collaborate with others to find solutions – avoid looking to blame – seek win-win
- ❖ Be comfortable stating “I made a mistake”
- ❖ Never shoot the messenger – encourage employees to speak up
- ❖ Act fast, make the “painful” phone call
- ❖ Only promote others who demonstrate ethical behaviors
- ❖ Maintain high ethical standards and acknowledge others who live these standards

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Ask The Following Questions

1. Is there an ethical violation?
2. What if it happened to me?
3. Does the action hurt anyone?
4. How would I feel if everyone knows?
5. What action is in the best interest of the patient or resident?
6. What action is in the best interest of the organization?
7. What is the worst possible thing that can happen if this action is taken?
8. What is our contingency plan to deal with all possible ramifications of the action?

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The Authentic Leader

"To be an authentic leader requires you to be genuine and to have passion for your purpose; you must practice your values, lead with your heart, develop connected relationships, and have self-discipline to get results. You must stay on course of your True North in the face of the most severe challenges and pressures."

Bill George
Author, Finding Your True North

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Qualities of Good to Great Leaders

According to Jim Collins, author of the book "Good To Great", the following is the level 5 leadership hierarchy:

- ❖ Level 5 - Executive
- ❖ Level 4 - Effective Leader
- ❖ Level 3 - Competent Manager
- ❖ Level 2 - Contributing Team Member
- ❖ Level 1 – Highly Capable Individual

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Leading with Emotional Intelligence

According to Daniel Goleman, author of "Primal Leadership – Realizing The Power of Emotional Intelligence", leaders need to be competent in the following:

- ❖ **Personal Competence**: These capabilities determine how we manage ourselves – self-awareness and self management.
- ❖ **Social Competence**: These capabilities determine how we manage relationships – social awareness and relationship management.

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Effective Stewardship

Stewardship refers to management's responsibility to properly utilize and develop its resources, including its people, its property, and its financial resources.

What have you done to demonstrate effective stewardship?

Think about decisions you have made requiring large financial investments. If the resources came directly from your bank account, would you have made the same decision? If not, why not?

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Action Plan

What will you do (or continue to do) to ensure your organization has a culture that consistently demonstrates high ethical standards?

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Contact Information

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RL Cooper Associates provides Ethics in-services for all staff to assist you to sustain a culture that promotes respect and high ethical standards.

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