

# Developing an Ethical Culture



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*Miracles made daily.*

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.

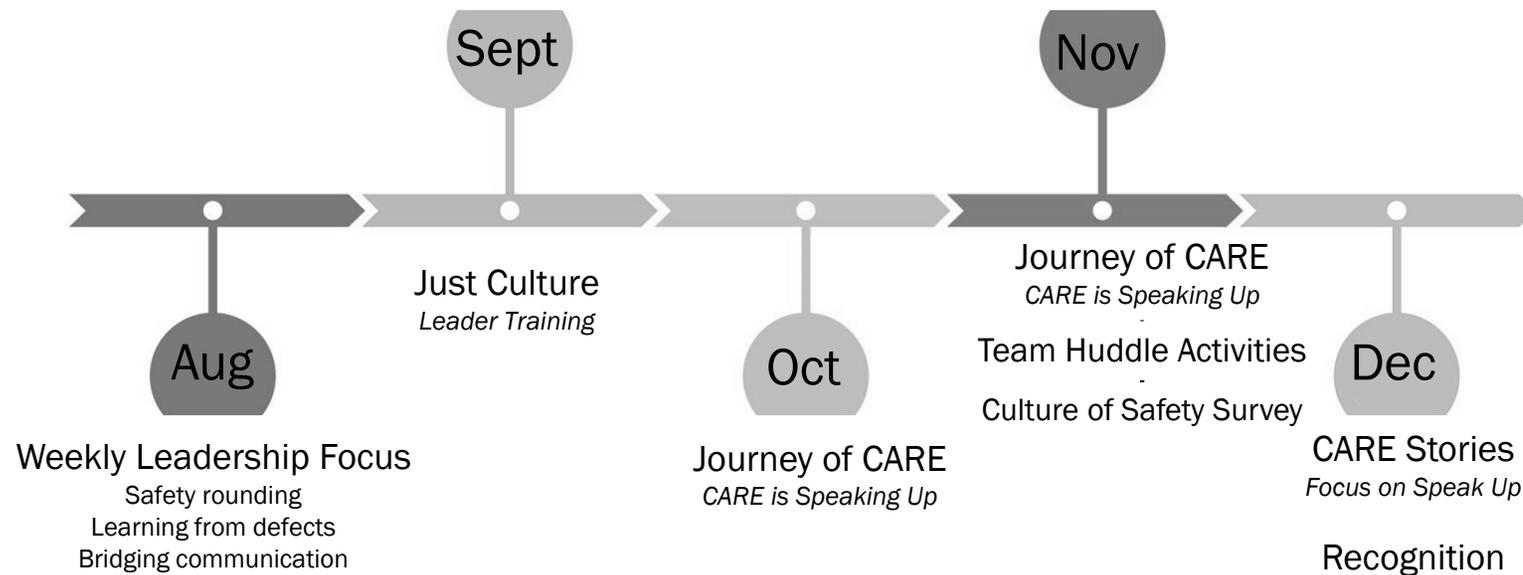


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# Journey of CARE Timeline



# Speak Up Website Quality Care

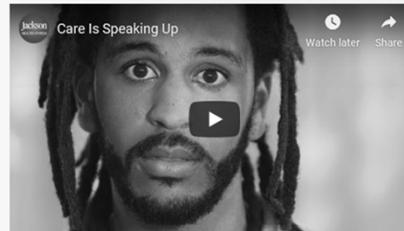
Jackson  
HEALTH SYSTEM

JACKSON EMPLOYEES: [CLICK HERE FOR THE CULTURE OF SAFETY SURVEY](#)

## CARE Is Speaking Up.

Help us be a more compassionate,  
accountable, & respectful organization  
with unmatched expertise.

[Learn To Speak Up](#)



**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.

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

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