






# CODE OF CONDUCT

## *Compassionate Care for Every Life We Touch*

Effectively living Overlake's mission requires each and every one of us to commit to a standard of how we show up each day, including how we treat one another, and how we manage our resources. This Code of Conduct is a reflection of the key aspects of our mission, vision and values and serves as guidance to Overlake.

## Overlake Values and Your Conduct: **I-CARE**

Overlake I-CARE Values	Your Conduct
 <p><b>INTEGRITY</b> - We are honest—true to ourselves and truthful to others, which creates a trusting and safe environment.</p>	<ul style="list-style-type: none"> <li>• We ensure that we are honest and trustworthy in the work we do and the care we provide.</li> <li>• We avoid actual or perceived conflicts of interest and agree to disclose any outside business interests or activities, contracts and relationships that may be in conflict with Overlake.</li> <li>• We commit to follow all applicable rules, regulations, policies and guidelines that govern the work we do. We take all precautions to protect the security and privacy of all patient, employee and business information.</li> </ul>
 <p><b>COMPASSION</b> - We enter into every interaction with the goal of demonstrating kindness and openness, with the goal of alleviating suffering and anxiety.</p>	<ul style="list-style-type: none"> <li>• We strive to provide the safest and highest quality of care to every patient. Providing safe care means protecting patients from errors, injuries, accidents and infections.</li> <li>• When something goes wrong we utilize a structured compassionate communication and resolution model.</li> </ul>
 <p><b>AGILITY</b> - We embrace change and are nimble in a dynamic environment, and we do so with a thoughtful approach.</p>	<ul style="list-style-type: none"> <li>• We commit to effective stewardship of resources in support of patient care and Overlake goals and use only the resources needed for these legitimate business purposes.</li> <li>• We are creative in finding the least resource intense solution to every problem.</li> </ul>
 <p><b>RESPECT</b> - We value that every person is defined by unique life experiences. We strive to understand and learn from our diverse backgrounds, creating a sense of belonging and inclusion for our staff and patients. We embrace and demonstrate that diversity is a strength and equity is an imperative.</p>	<ul style="list-style-type: none"> <li>• We believe that everyone deserves equitable, high-quality health care. We work to ensure that Overlake is an inclusive environment for all patients where everyone is given the opportunity to attain their highest level of health.</li> <li>• We subscribe to a Just Culture, where we hold all providers and employees accountable while embracing a no-blame, non-punitive environment.</li> </ul>
 <p><b>ENGAGEMENT</b> - We are fully present in all of our actions and work together as a team to provide exceptional, safe care to our patients. We have the ability and interest to make Overlake better.</p>	<ul style="list-style-type: none"> <li>• We strive to be a continuous improvement environment and implement ideas to improve our practices from across Overlake at all levels.</li> </ul>