

Culture

Leadership

Awareness

Work

At OPRS, we see ethics and compliance as mile-posts along the Integrity Highway.

Our Ethics and Compliance Program is founded on the knowledge that OPRS employees have the highest standards of ethics and integrity. We know that by adhering to these standards, our employees are carrying on the tradition of ethics that is founded in OPRS values.

By behaving ethically, we are also complying with the many laws and regulations that govern our work. These laws and regulations are intended to ensure that our care and services are of the highest quality, while respecting the independence and protecting the rights of those we serve. By making sure we follow these rules, we are also helping to foster and maintain the continued health and reputation of the organization we all care about.

Living Out Ethical Beliefs ...on the Job

Integrity




Commitment



Truth



We want to know the ways that you live ethics and compliance in your work. They could be small things that you do every day, or practices you have established to make sure things are done right. Maybe you check the copy machine before leaving for the day in case a resident's protected health information was left there by mistake. Perhaps you double check all of your chart entries before putting the file away, while the information is still fresh in your mind, to verify that all services were documented properly and have the necessary signatures. Or maybe you talk with your supervisor if you notice that a procedure isn't being followed or that the process could be improved.

Please take a few moments to tell us about your own ethical practices and nominate yourself or others on page 4. 

Employee Opinion Survey



The Ethics Resource Center, the nation's oldest nonprofit in organizational ethics, has been conducting a study since 1994 of ethics and compliance in the workplace. This study is called the National Business Ethics Survey (NBES) and involves employees across for-profit, nonprofit and governmental sectors in the United States. In their most recent study, they measured 18 dimensions of ethical culture and the data showed that the actions of leaders and peers significantly influence employees' ethics (I bet you are not surprised). You may, however, be surprised at how employee accountability correlates to employee satisfaction.

For example:

When employees perceive that others are held accountable for their actions, their overall satisfaction increases by 32 percentage points.

Long story short, an ethical culture matters for lots of different reasons, but when an organization is more ethical, employee satisfaction increases.

At OPRS, we care about ethics and we care about you and your satisfaction. As you know, a few months ago, we conducted our employee opinion surveys. Of our 2,972 employed as of May 2009, 2,097 employees took the survey, yielding a response rate of 70.6%. (WOW!)

Of the 59 questions, below are the ones we developed to get a better idea of your opinions of our organization and our ethics.

I know about the OPRS Ethics and Compliance Hotline.

My organization is serious about following legal and regulatory requirements.

My organization supports high standards of ethical conduct.

Employees are encouraged to do the right things.

If I see something wrong, I can report it without fear of retribution from other employees.

My supervisor follows high standards of ethical conduct.

If I see something wrong, I can report it without fear of retribution from my supervisor.

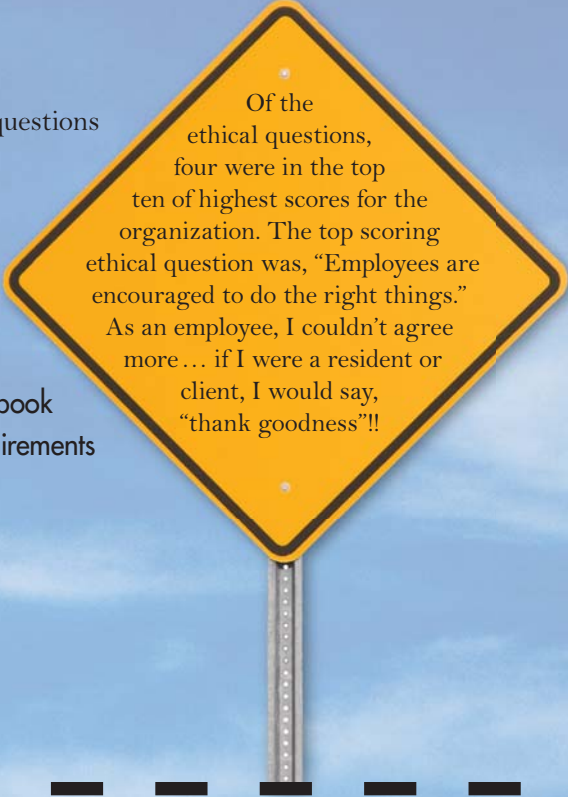
If I raised an ethics and compliance issue, my supervisor would take appropriate action.



Top Ten Performing Factors

In our OPRS 2009 Employee Opinion Survey, employees ranked these questions the highest.

1. I understand my role of providing excellent customer service
2. I know and understand the mission of OPRS
3. Employees are encouraged to do the right things
4. I know what my supervisor expects of me
5. I know where to go when I have questions about the employee handbook
6. My organization is serious about following legal and regulatory requirements
7. My organization supports high standards of ethical conduct
8. I know about the OPRS Ethics and Compliance Hotline
9. I often leave work feeling good about the work I did
10. When I have questions about my benefits, help is available



Of the ethical questions, four were in the top ten of highest scores for the organization. The top scoring ethical question was, "Employees are encouraged to do the right things." As an employee, I couldn't agree more... if I were a resident or client, I would say, "thank goodness"!!

Promoting Ethical Value Through Technology

by Joyce Miller Evans, Vice President, Information Technology



In the five years that I have been with OPRS, we have doubled the number of computers in use for our employees. The increase makes me step back and think about the changes that have occurred from using 500 computers versus the roughly 1000 we use today. We obviously have expanded the use of computers in the clinical setting with the advancement of the Electronic Medical Record and have made personal computers (PCs) available to employees through the employee resource centers. Information Systems has many PCs in use that have had their computer's processing power increased significantly and the computer memory has doubled.

So let's briefly look at what has not changed in the doubling of our PC assets. At OPRS, what has stayed the same is the VALUES we think are important when using computers. As it relates to computers, many users did the right thing or displayed the right values both years ago and today. These values include the focus on the protection of our resident and client data through the HIPAA regulations for privacy and security and ensuring that we follow the appropriate "use" policy.

To emphasize the values we want all employees to demonstrate, a user should:

- Keep passwords confidential and change them frequently
- Protect their computers against viruses by asking permission from our Technology Director for downloading software from the Internet
- Ensure that no one is harassed using an OPRS computer
- Never view or transmit offensive or pornographic material
- Follow the HIPAA User Access Policy
- Prevent the use of copyright or contracted materials without authorization



Integrity
Honesty
Compliance

Dedication
Compassion
Respect

Competency
Honorable
Ethical

Culture
Inspirational
Moral



Continued from page one.

Nomination Information

As you can see from page one, I am looking for names of OPRS staff who are living out our ethical beliefs on the job. So please nominate yourself or your co-workers to be featured in an upcoming newsletter.

Dana Ullom-Vucelich
Ethics & Compliance Officer,
Vice President, Human Resources

Values Word Search Puzzle

E	E	E	O	D	I	U	M	E	L	L	M	S
N	Q	Y	L	W	I	S	D	O	M	E	A	T
I	T	U	C	C	C	S	M	E	R	C	Y	N
U	E	R	A	I	L	E	R	D	C	N	C	P
N	N	I	H	L	M	G	R	E	N	A	S	F
E	R	T	F	N	I	T	P	D	T	I	E	L
G	E	C	E	M	N	T	V	I	N	G	P	Y
O	S	E	U	L	A	V	Y	C	R	E	U	R
P	I	P	R	N	A	S	E	A	I	L	I	N
R	A	S	C	W	O	R	D	T	T	L	N	Q
S	S	E	N	R	I	A	F	I	O	A	S	T
E	S	R	Y	T	L	A	Y	O	L	L	I	I
E	I	D	Y	I	E	M	M	N	Y	L	E	C

Acceptance	Allegiance	Equality
Ethics	Fairness	Dedication
Genuine	Loyalty	Mercy
Respect	Sincerity	Values
Wisdom	Word	OPRS

Person you wish to nominate: _____

Your name: _____

Your location: _____

Reason for nomination: _____

You can send your nomination a few different ways, whatever is most convenient:

- 1) E-mail: Dana@corp.oprs.org
- 2) FAX: 614.985.3583
- 3) Snail Mail: Dana Ullom-Vucelich, c/o OPRS
1001 Kingsmill Parkway, Columbus, OH 43229

The Ethics and Compliance Hotline

Where to Call

Confidential Hotline

877-780-9366

24 hours a day / 7 days a week

Dana Ullom-Vucelich, Ethics & Compliance Officer

800-686-7800 x151



This newsletter is published for the dedicated employees of the OPRS communities, Foundation, and Senior Independence. The aim is to educate and communicate what we believe so that each employee may thrive and be successful.