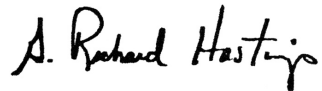


TO ALL SAINT LUKE'S HEALTH SYSTEM EMPLOYEES:

Please take a few minutes to read the Organizational Ethics Statement in this brochure. This statement has been endorsed by our Medical Leadership Council and the Board of Directors.

This statement, produced by a multidisciplinary task force, reflects the values of our System. It should be viewed as a guide to making patient care and business decisions.

Thank you for the high ethical standards each of you demonstrate in your daily work throughout Saint Luke's Health System.



G. Richard Hastings
President & CEO
Saint Luke's Health System

A GUIDE TO

Organizational Ethics



(Nondiscrimination and Equal Opportunity Statement) Saint Luke's Health System does not discriminate on the basis of race, color, national origin, sex, age, religion, disability, or any other protected status in admissions or access to, or treatment or employment in, its programs and activities, or in the provision of physician staff. Each system entity will designate an individual to be responsible for compliance with this policy.

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Organizational Ethics Statement

The Board of Directors of Saint Luke's Health System has established this statement of organizational ethics in recognition of the System's commitment to our patients, staff, physicians, and the communities we serve. This statement also shall be a guide in our business relationships. It is the responsibility of every member of the Saint Luke's Health System, including governing board members, administration, medical staff members, and employees, to act in a manner that is consistent with this organizational statement, its supporting policies, and our mission of enhancing the physical, mental, and spiritual health of the patients and communities we serve. Our behavior will be guided by the following PRINCIPLES:

1. GENERAL

All patients, their families, employees, physicians, visitors, volunteers, board members, and business partners deserve to be treated with dignity, respect, and courtesy. It is the policy of Saint Luke's Health System not to discriminate in admissions or access to, or treatment or employment in, its programs or activities, or in the granting, maintaining, upgrading, or withdrawing of physician staff privileges for any unlawful reason, such as race, color, national origin, religion, sex, age, or handicap.

We will:

- Fairly and accurately represent ourselves and our capabilities.
- Honor and respect the diversity of our patients and families.
- Facilitate access to appropriate services to meet the identified needs of our patients and avoid the provision of those services which are unnecessary or ineffective.
- Provide appropriate care to all patients, based on their needs.
- Conduct all business affairs, including vendor relationships, billing, and marketing, in the spirit of the principles contained in this statement.

- Promote an environment in which employees have the opportunity for personal and professional growth.
- Strive to provide physicians with the support and technology necessary to deliver state-of-the-art medical care.

2. QUALITY

Providing quality care is our mission. Saint Luke's Health System is dedicated to consistently following a well-designed program of care, based upon the needs of the patient. Even as we work to provide affordable care to patients and providers, our staff will continue to strive for excellence in all that we do, particularly patient care.

We will:

- Strive to be the best, stretching our own capabilities to continuously improve and exceed customer expectations.
- Demonstrate and promote high standards for quality and productivity, focusing on optimal outcomes at affordable costs.
- Take initiative to identify and analyze problems; generate alternative solutions and take appropriate risks that lead to improved work practices.
- Demonstrate professionalism and accountability.

3. RESPECT FOR THE PATIENT

Patients and their families are an integral part of the Saint Luke's Health System community. Respect for the needs of our patients is foremost in the minds of our patient care teams, and is integrated into all aspects of patient contact, including admission, transfer, and discharge. In all instances, patient care comes first.

We will:

- Serve all who seek our services, regardless of their socioeconomic status, and treat all with dignity, respect, and courtesy.
- Treat others giving reasonable thought to patients' background, culture, religion, and heritage.
- Identify patient expectations and work to meet and exceed those expectations.

- Seek to understand and respect patient and family objectives for care by involving them in decisions regarding the care we deliver.
- Seek to ensure that all patients, in cooperation with their physicians, are informed about the therapeutic alternatives available and the risks associated with the treatment they receive. Any clinical trials sponsored by hospitals and affiliates will be reviewed and approved by an Institutional Review board within the System.
- Maintain ethical behavior, integrity, and confidentiality in all aspects of patient care.

4. RESOLUTION OF CONFLICTS

We are committed to resolving conflicts fairly and objectively, seeking mutual satisfaction.

We will:

- Listen to patient and family concerns and resolve issues in a timely manner.
- Utilize resources such as administrative representation, ethics committees, patient advocates, and consulting mediators.

5. TEAMWORK

In meeting the needs of our patients and the communities we serve, we will strive to work and function as a team with internal and external partners and stakeholders.

We will:

- Adjust and be flexible to meet changing needs and demands.
- Work cooperatively with treatment teams and others within the System to achieve common goals.
- Communicate effectively and share information and resources appropriately.
- Recognize others' accomplishments, provide feedback, and mentor others.
- Put patient care first and be responsive to patient requests.