

Value: Integrity

Definition: Being honest and having strong moral principles. Integrity means doing the right thing, whether or not anyone knows that you did it, both as an individual and as an organization.

The following stories show how staff demonstrate integrity.

[Ethics Case Review: How Do Power Dynamics Affect Patient and Family Communication with Clinicians?](#)

This issue highlights a case in which power dynamics between clinicians and the patient's surrogate may have prevented her from sharing important information with the care team.

[Lessons Learned from Adverse Events](#)

BWH leaders and clinicians speak openly about mistakes that had been made in their areas, helping to educate others.

[Ethics Case Review: How Should We Make Decisions for a Patient without a Surrogate?](#)

This issue highlights a case in which an elderly patient lacked decisional capacity and had no one to speak for her. The team requested an ethics consultation to help address ethical concerns around life-sustaining treatments and long-term nursing care placement.

[In Safe Hands: The Need to Improve Quality, Patient Experience](#)

The hospital is supporting efforts to consistently achieve safe, high-quality care for our patients by focusing on three key areas: increasing transparency, creating a Just Culture and improving communication and resolution after a medical injury.

["VIP Syndrome: The Pitfalls of Special Treatment"](#)

This issue highlighted a case in which a nurse director was concerned that the patient's "VIP" status had led to deviations in usual clinical practices. Treating patients who are famous or influential differently from other patients can compromise care and raise ethical issues around autonomy, privacy and social justice (equitable distribution of resources).

[Why One Top Hospital Is Going Public with its Mistakes](#)

In a STAT news editorial, [Karen Fiumara, PharmD, BCPS](#), writes about BWH's *Safety Matters* blog, which discusses mistakes made at the BWH as well as steps the hospital is taking to prevent them in the future.

[Cultivating Interest and Instruction in Anesthesiology in Rwanda](#)

"There are fewer than 20 anesthesiologists in the whole country, and we have more than 100 in our department at the Brigham," said Jill Lanahan, MD, of the Department of Anesthesiology, Perioperative and Pain Medicine, who is currently training residents at a local hospital in Rwanda. In light of such a critical gap, Dr. Lanahan says she felt a moral obligation to sharing her expertise to improve the lives of those in need.

[First Wave of Online Physician Ratings Roll Out](#)

By sharing patient feedback and physician performance data—positive and negative—BWH is able to continue building trust with patients through transparency.

[‘We Are Still Going to Be Here’: Supporting Victims of Community Violence](#)

Working with patients who have experienced violence and present to BWH’s ED, violence recovery advocates set up plans to help keep patients safe after discharge. But their work doesn’t end there. They reach out to support groups and attend court hearings, housing appointments and job interviews with patients. They have even picked up groceries in the past. Individually, each of these acts may seem like small gestures, but they add up and equate to large improvements in the safety and quality of life of Boston residents and families.

[Search Continues for Owner of Army Ring Lost at the Brigham](#)

As Veterans Day approached, (former) BWH Director of Security and Parking Robert Chicarello looked at his calendar and thought one thing would make the day extra special: finally identifying the owner of a U.S. Army ring brought to the hospital’s lost and found several years ago. Also covered by [boston.com](#) and [CBS Boston](#).