

Key Points – HCCA 2023 Panel Presentation

Creating and demonstrating the value of regulatory compliance and shaping a culture of compliance in healthcare

Demonstrate and communicate the value Compliance creates

- Effective compliance program:
- Revenue protection
- Employee hiring and retention
- Patient care

Identify effective ways to shape and measure compliance culture, from front-line workers to the CEO

- Shaping
 - Align your work to the organization's mission, vision, and values
 - Compliance looks different everywhere. Meet your org where it's at
 - Be willing to "stick your neck out" to make the biggest impact
 - Simplify compliance leadership for clinical and operational leaders
- Measuring
 - Qualitative: Does your organization know who you are, respect and engage the compliance team early on in the conversations? Are they afraid of you? Do they see you as a "department of 'no'"?
 - Quantitative – Suggested questions

1. Do employees know who the compliance officer is?

2. Do employees know how to report compliance concerns?

3. Do employees have a fear of retaliation if they report?

4. Do employees feel they are heard and actions are taken to correct issues that are reported?

5. Do employees know what the Code of Conduct is and how it applies to them?

6. Do employees feel their leaders/managers support a culture of compliance?

Begin to embed regulatory change management (RCM) process to enable value creation and culture shift

- RCM is a scalable, repeatable process for dealing with regulatory changes
- Ways to embed RCM process
 - Involve operational and clinical leaders so that they know compliance is their job
 - Know your colleague's priorities and engage on issues they care about
 - Make it easy for them to use their expertise to make policy/procedure decisions
 - Reward leaders and line staff who advocate for a compliance-forward culture
 - Look to other organizations for inspiration on how they balance fighting fires with proactive regulatory change management

This summer we will release a recap of this session. [Subscribe to receive weekly emails](#) from YouCompli to make sure you get it.