

Engagement with Executive Management

How to Arm Compliance with Specific Data That Informs
Decision Making

Speakers



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Speakers



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The Big Question



How do I get business executives to care about compliance as much as I do?!



The Answer




You can't



The RIGHT Question



How can we frame compliance metrics in a way that supports the things that make the business executives excited?



Typical Compliance Metrics



- Number of hotline calls received
 - Response time to hotline call
 - Source of hotline awareness
 - Number / type of privacy violations
 - Time to close an investigation
 - Number of trainings delivered
 - Training completion rates
 - Policy disseminations
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Typical Compliance Metrics

- Number of hotlines
- Response time to initiate an investigation
- Source of hotline awareness
- Number / type of privacy trainings delivered
- Privacy completion rates
- Policy disseminations

Useful Compliance Metrics



Metrics that are framed
to help executives manage
critical strategic and operational priorities.



Useful Compliance Metrics



Priorities:

- Quality
 - Revenue
 - Costs
 - Growth
 - Patient and Employee Satisfaction
 - Reputational, financial and operational risk
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Metrics to use



Process Metrics:

Show program effectiveness

Outcome Metrics:

Show results: Audit, monitoring, investigations



Process Metrics



- Important, but not exciting
- “Why should executives care about this info?”



Process Metrics

Process Measure	Strategic Priority	Rational for Inclusion
Hotline reports received by allegation	<ul style="list-style-type: none">Employee/Physician SatisfactionOperational and Reputational Risk	<ul style="list-style-type: none">Shows issues and concerns of employees.Recognize emerging risk.Can be used with other employee satisfaction data.
Sustained high severity hotline reports and investigations	<ul style="list-style-type: none">Operational and Reputational Risk	<ul style="list-style-type: none">Shows actual risk that needs attention.Additional info needed on specific allegations.
Number of timely compliance trainings completed by executives	<ul style="list-style-type: none">Culture	<ul style="list-style-type: none">Reflects perceived commitment to compliance.
Number of confirmed improper accesses to or use of PHI	<ul style="list-style-type: none">Patient SatisfactionOperational and Reputational Risk	<ul style="list-style-type: none">Shows potential patient harm.Provide insight on potential reporting obligations.Reflect training effectiveness.

Process Metrics



- Tie metrics in with strategic priorities.
- Indicate of trends over time and criticality.



Outcome Metrics



- Tie to risk assessment priorities.
- Often easier to align with strategic priorities



Outcome Metrics

Outcome Measure	Strategic Priority	Rational for Inclusion
New physician coding audit results	<ul style="list-style-type: none">• Growth• Financial, Operational and Reputational Risk	<ul style="list-style-type: none">• Reflects how quickly and effectively new physicians can be integrated into the organization.
Physician contracts and payment audits	<ul style="list-style-type: none">• Growth• Financial, Operational and Reputational Risk	<ul style="list-style-type: none">• Helps adjust growth strategy.
Risk based employee access audits	<ul style="list-style-type: none">• Patient Satisfaction• Culture• Financial, Operational and Reputational Risk	<ul style="list-style-type: none">• Show's org.'s commitment to compliance.
Focused claim coding audits	<ul style="list-style-type: none">• Financial, Operational and Reputational Risk	<ul style="list-style-type: none">• Risk assessment will find areas to focus auditing and monitoring program.• Show effectiveness of newly deployed initiatives

Gathering Metrics



Derive from:

- The seven elements of an effective compliance program
- Risk assessment priorities
- Specific risk areas

Data Fatigue is real.

- Don't show metrics for every aspect of your program.
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Gathering Metrics



Different audiences = Different data

- Tailor data and metrics for the audience.

Connect your information with other organization data

- E.g., How do compliance metrics relate to quality?
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Conclusion



- Align compliance metrics with strategic priorities.
- Utilize process measures and outcome measures
- Tailor information based on the audience





Questions?