



Compliance Manager

User Group Meeting
Aug 15, 2024

Healthicity Presenter & Facilitator



Brian Burton, CHC, PMP Chief Compliance & Privacy Officer

Client Success Managers

Carrie Baxter Client Success Manager

Dawn Tucker Senior Client Success Manager



Remo Peshkepia Product Manager - Compliance Solutions

Client Success Representatives

Kelly Snow Client Success Representative

Jason Wolf-Mann Client Success Representative

Compliance Manager User Group



Focus On Your Needs, Preferences & Priorities

- ✓ What are your strategic priorities?
- ✓ What new features and functionality does your organization need?
- ✓ How can Compliance Manager be more usable, intuitive and simple?
- ✓ What is the priority for changes, enhancements and new features within Compliance Manager
- ✓ In application polls

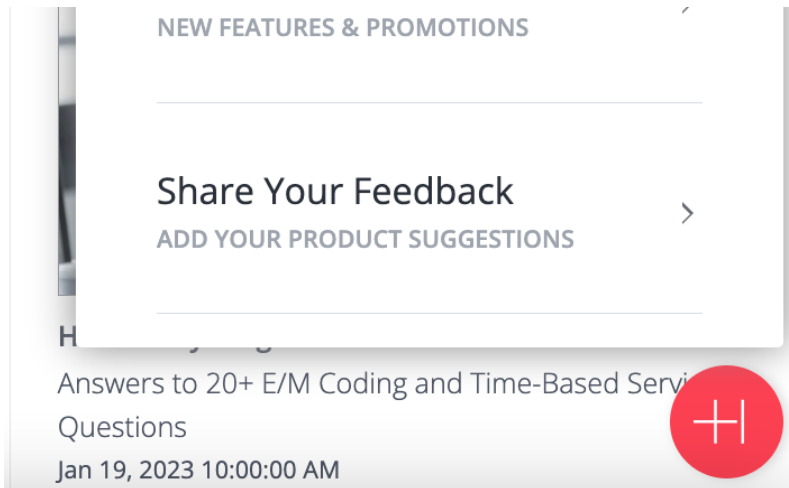
We Want to Hear from You

- ✓ Enter questions or raise your hand
- ✓ Every opinion counts
- ✓ We'll be stopping to respond and discuss

User Group: Feedback & NPS Survey



Feedback



NPS (Net Promotor Score)



Agenda



- Compliance Corner *Brian Burton, CHC, PMP*
- Aug 2024 Release
- 2024 Roadmap, Features in Build, Updates
- Compliance Manager Feedback & Upvotes
- Incident 2-way Communication *Reporter's view of incidents*
- Polling Questions
- Q&A



Compliance Corner

Brian Burton CHC, PMP

Chief Compliance & Privacy Officer

GCPG: The Compliance Conversation You Need to Have

August 15, 2024

Officer of Inspector General - GCPG



The General Compliance Program Guidance issued by the U.S. Department of Health and Human Services Office of Inspector General, is a comprehensive reference guide designed for the healthcare compliance community and other stakeholders.





The seven elements of an effective compliance program and...

Relevant federal laws (Anti-Kickback Statute, Stark Law, False Claims Act, HIPAA, etc.)

7 Elements of a Successful Compliance Program

1. Written Policies and Procedures
2. Compliance Leadership and Oversight
3. Training and Education
4. Effective Lines of Communication with the Compliance Officer and Disclosure Program
5. Enforcing Standards: Consequences and Incentives
6. Risk Assessment, Auditing, and Monitoring
7. Responding to Detected Offenses and Developing Corrective Action Initiatives

Nature of Guidance: Good-Faith Implementation



The GCPG is voluntary and non-binding, meaning it doesn't create new legal obligations. However, it reflects the OIG's current thinking on compliance best practices, and adherence to it can demonstrate a good-faith effort to prevent fraud, waste, and abuse.

GCPG

- Key Federal authorities for entities engaged in health care business
- Seven elements of a compliance program
- Adaptations for small and large entities
- Other compliance considerations
- OIG process and resources

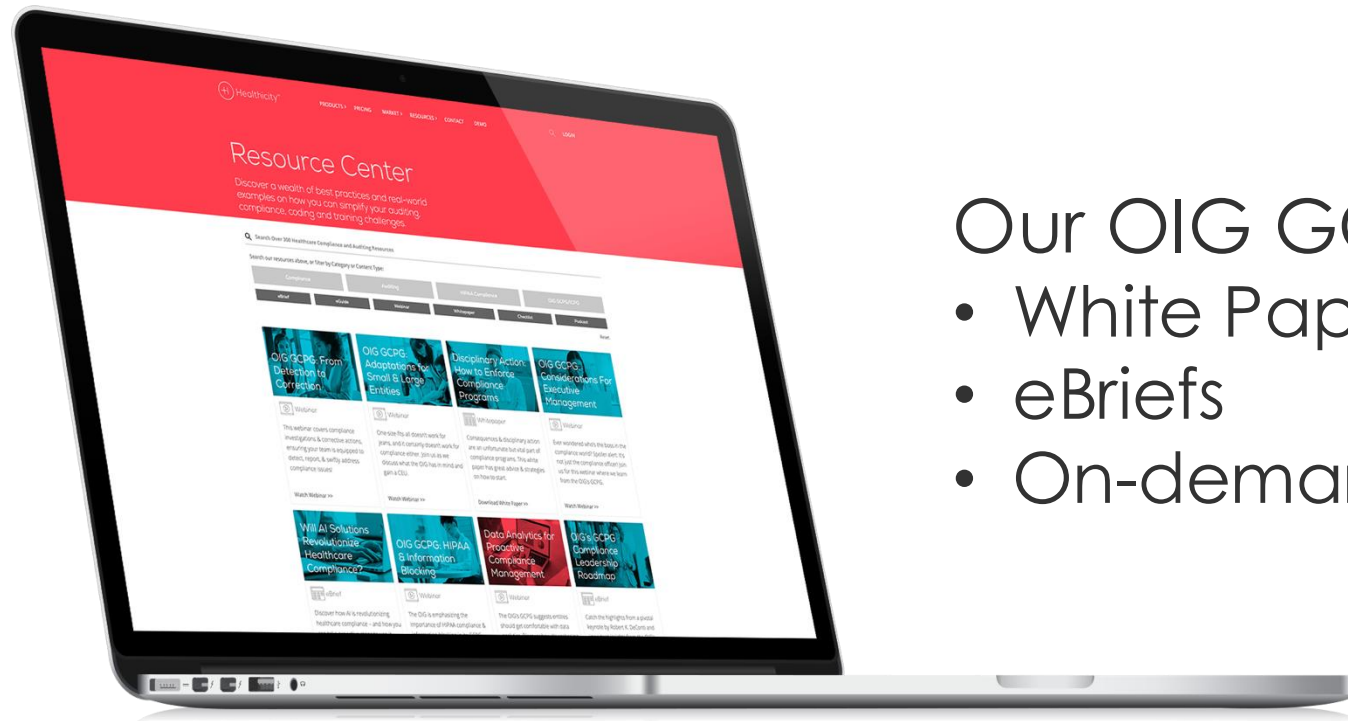
What is the Significance?



- **First Major Update in Years:** The 2023 GCPG is the first comprehensive update since 2008, reflecting changes in healthcare laws and regulations.
- **Industry-Wide Applicability:** The GCPG is designed for all healthcare stakeholders, including providers, suppliers, manufacturers, and investors.
- **Impact on Compliance Practices:** While not mandatory, the GCPG is expected to significantly influence how healthcare organizations assess and structure their compliance programs.



Healthicity - OIG GCPG Webinars & Written Pieces



Our OIG GCPG Resources Include:

- White Papers
- eBriefs
- On-demand CCB CEU Webinars

Visit Our OIG GCPG
Resources >>

<https://www.healthicity.com/resources/topic/oig-gcpg>

Thank You!

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Questions?

Compliance Corner



- What topics or subjects are you interested in learning more about?

Aug 26, 2024 Release



- Checklist Enhancements
 - Designate checklist comments required
 - Add custom section headers

2024 Roadmap & Features in Build



Q1

- In-application Document Editing (released)

Q2

- Drag & Drop Documents Phase II/All Areas
June 24, 2024

Q3

- Third Party Management *July 29, 2024*
- Incident Two Way Communication

Q4

- HIPAA Breach Risk Assessment

Other Features – ETA Pending

(July-Sep)

- Litmos task integration
- Active Directory integration

Building

- Add location as report graphics filter option
- Hide incident template fields from reporter
- Edit Incident domain/sub domain
- Categories & Departments by template

Feedback & Upvotes



- How Feedback is used
- What happens to my feedback request once submitted
- Entering a feedback request
- Voting on a feedback request
- Adding to discussion

Feedback & Upvotes



How Feedback is used

- Compliance Manager Feedback is one of the ways we gain insight into your experience.
 - User group meetings
 - Polls & surveys
- Identify trends and areas of improvement/feature development based on what matters most to you.

What happens to my feedback request once submitted

- Each request is acknowledged
- Requests are carefully evaluated to identify trends
- Email requesting clarification

Feedback & Upvotes



Feedback

Reply above this line to add a comment

There's been an update on your Healthicity request: [Need ability to archive messages Instead of deleting them](#)

Your request status is now: **Awaiting feedback**

Here's the update from Remo Peshkepia of Healthicity:

"Thank you for taking the time to give us your valuable feedback.

We've moved the status of this request to "Awaiting Feedback" so that we can gauge demand and gather use cases from other customers.

We'll keep you updated on progress."

Feedback & Upvotes


















- Entering new Feedback requests
- Upvoting
- Adding to discussion

Feedback & Upvotes



#s 1-5

Visitor Vote

Vote	Title	Status
 	Automated Reporting	<input checked="" type="checkbox"/> Planned 
 	Reporting on Checklist Responses	<input checked="" type="checkbox"/> Planned 
 	Assign Investigation in Sequence	<input type="checkbox"/> Awaiting Feedback 
 	Custom Fields in Reports	<input checked="" type="checkbox"/> Planned 
 	Add Logic Jumps/Branching Logic to Checklists	<input type="checkbox"/> Awaiting Feedback 

Polling Question #1



Does the visitor vote order reflect what is most important to you?











- **Yes**
- **No**

Feedback & Upvotes



#s 5-10

Visitor Vote

 	Custom report builder	<input type="radio"/> Awaiting Feedback ▾
 	Add Location Name & Department to Email Notifications	<input checked="" type="radio"/> Planned ▾
 	Connect Attestations to Documents	<input checked="" type="radio"/> Planned ▾
 	Allow multi-select for checklist answers	<input type="radio"/> Awaiting Feedback ▾
 	Delete/Edit Status Updates in Investigation	<input checked="" type="radio"/> Planned ▾

Incident 2-way Communication

Reporter's View of Incidents



Report Incident ^

Draft Incidents

Reported Incidents

My Incidents

Search

Incident No	Title	Date Reported	Type	Status
----	ui/ux document	Draft	Privacy Breach	Drafting
----	new 3 audit	Draft	Privacy Breach	Drafting
7445	Anti-Kickback Statute	08/29/2024	Privacy Breach	Submitted
7445	Anti-Kickback Statute	09/05/2024	Privacy Breach	Investigating
7445	Anti-Kickback Statute	09/05/2024	Privacy Breach	Investigating
			Privacy Breach	Closed
			Privacy Breach	Closed

← Incident title here

Incident: 368-3EBE-CB6A-7CAE

Status: In Progress

Source Name: Anonymous **Report Date:** 12/6/2024 **Date of Incident:** 12/6/2024 **Report Method:** In Person

Person(s) Involved: Adam J (Supervisor) **Department:** IT **Category:** Clinical

Documents

- This is your file name
- This is your file name
- This is your file name

Details of Incident

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

Discussion

2 days ago
I hope it will help to clear up any confusion, I hope it will help to clear up any confusion

AN Anonymous - You
2 days ago
I hope it will help to clear up any confusion, I hope it will help to clear up any confusion

Full Name - Investigator
2 days ago
I hope it will help to clear up any confusion, I hope it will help to clear up any confusion

AN Anonymous - You
2 days ago
I hope it will help to clear up any confusion, I hope it will help to clear up any confusion

Full Name - Investigator
2 days ago
This is your file name.&
This is your file name.&
This is your file name.&
I hope it will help to clear up any confusion, I hope it will help to clear up any confusion

Type a message here

Polling Question #2



Access to Reported Incidents - Which design do you prefer?

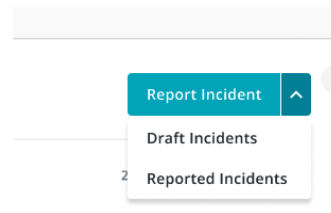
1. Reported/Draft incidents from Report Incident button
2. My Incident sub-menu only
3. Both (My Incidents sub menu & access from report incident button)

Polling Question #3



Inclusion of draft & reported incidents is confusing

1. Yes
2. No
3. I just don't like it



My Incidents

Search

Incident No	Title	Date Reported	Type	Status
-----	ui/ux document	Draft	Privacy Breach	Drafting
-----	new 3 audit	Draft	Privacy Breach	Drafting
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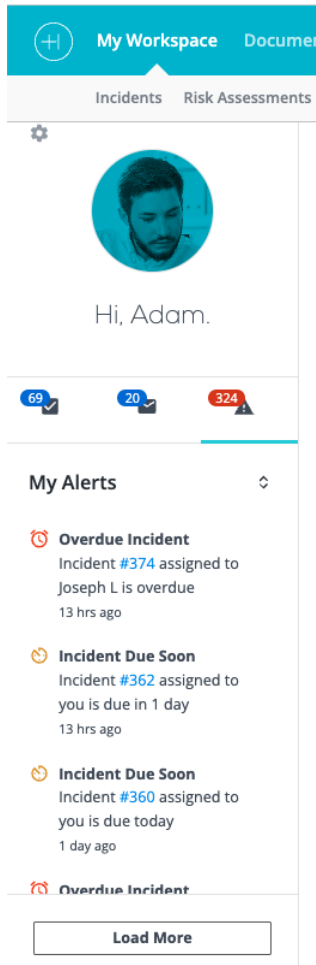
Polling Question #4



Incident 2-way communication section should be labeled

- 1. Discussion**
- 2. Messaging**
- 3. Other**

Polling Question #5



Workspace alerts should be retained for

1. 30 days
2. 60 days
3. 90 days
4. Remain as is
5. Other (add in chat)

Polling Question #6



Make sub-category field required if primary category is required

1. Yes
2. No

Questions & Answers



Reach Out To Us!



- Feel free to contact us. We're available and want to do what's important to you.
- Remo.Peshkepia@healthicity.com
- Brian.Burton@healthicity.com



Thank you for your time and input!