

Compliance Manager

User Group Meeting
June 20, 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

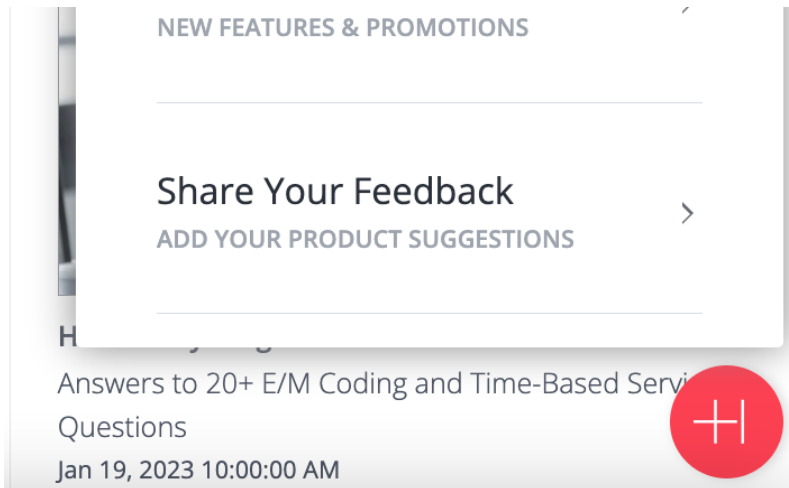
We Want to Hear from You

- ✓ 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



- June 2024 Release
- 2024 Roadmap, Features in Build, Updates
- Training Center Updates Available July 1, 2024
- Polling Questions
- Q&A

June 2024 Release



- Drag/Drop Documents
- Track Changes *On* as Default
- View Only Assignment Email (*one notification*)

Compliance Guidance

Brian Burton CHC, PMP
Chief Compliance & Privacy Officer



- **OCR Updates Guidance on Change Healthcare Breach Notification**

Compliance Guidance

Brian Burton CHC, PMP
Chief Compliance & Privacy Officer



The Bottom Line

Delegation of Notification: Covered entities affected by the breach CAN delegate notification duties to Change Healthcare or UnitedHealth Group (UHG).

Single Notification: Only ONE entity needs to notify affected individuals, HHS, and the media (if applicable).

Go Deeper

<https://www.hhs.gov/about/news/2024/05/31/ocr-updates-change-healthcare-cybersecurity-incident-faqs.html>

Compliance Guidance

Brian Burton CHC, PMP
Chief Compliance & Privacy Officer



One Big Thing

Healthcare organizations impacted by the Change Healthcare breach have the option to streamline their notification process by delegating the task to Change Healthcare/UHG.

Don't Miss

Review Updated FAQs: Carefully review the updated OCR FAQs for detailed guidance on breach notification responsibilities.

Communicate Clearly: If delegating notification, ensure clear communication with Change Healthcare/UHG and affected individuals.

Prioritize Compliance: Remember, the OCR is still committed to enforcing HIPAA rules and protecting patient information.

Compliance Guidance

Brian Burton CHC, PMP
Chief Compliance & Privacy Officer



One Big Thing

Healthcare organizations impacted by the Change Healthcare breach have the option to streamline their notification process by delegating the task to Change Healthcare/UHG.

Don't Miss

Review Updated FAQs: Carefully review the updated OCR FAQs for detailed guidance on breach notification responsibilities.

Communicate Clearly: If delegating notification, ensure clear communication with Change Healthcare/UHG and affected individuals.

Prioritize Compliance: Remember, the OCR is still committed to enforcing HIPAA rules and protecting patient information.

The Big Picture

The OCR's updated FAQs provide clarity and guidance for covered entities affected by the Change Healthcare breach.

The option to delegate notification responsibilities is a significant development, potentially easing the burden on healthcare organizations.

Maintaining compliance with HIPAA remains crucial, even in the face of cybersecurity incidents.

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

Design

- Lists options by template

Building

- Adding sections to checklists
- Option to make checklist comments required
- Add Location as dashboard graphics filter (Mar polling question. *75% voted useful feature*)

Dropdown List by Template

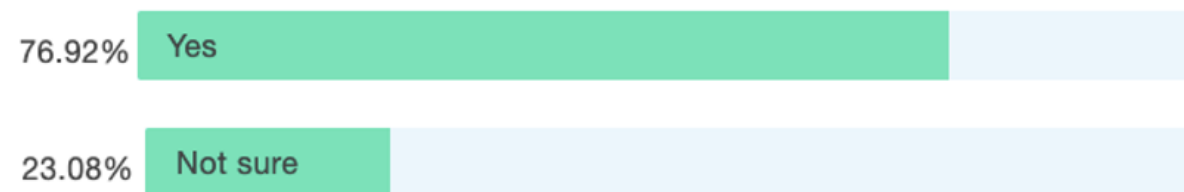


Status: Design

- Associate dropdown list options to templates
 - By module, e.g., audits, incidents, risk, attestation
 - By template, e.g., audits, incidents, risk, attestation

5 of 6. Is the ability to associate categories to templates a useful feature?

Multiple choice with single answer



Incident Two-way Communication



- Two-way Communication will include enhancements to the Compliance Manager Messages list
 - Respond to messages received
 - Running sent, replied, etc. activity log
 - Chat?

Polling Question #1



- Will enhancements to the CM Messaging list result in higher utilization of the feature by you and your organization?
 - Respond to messages received
 - Running activity log (sent, replied, etc.)
- Yes
- No
- Maybe

Polling Question #2

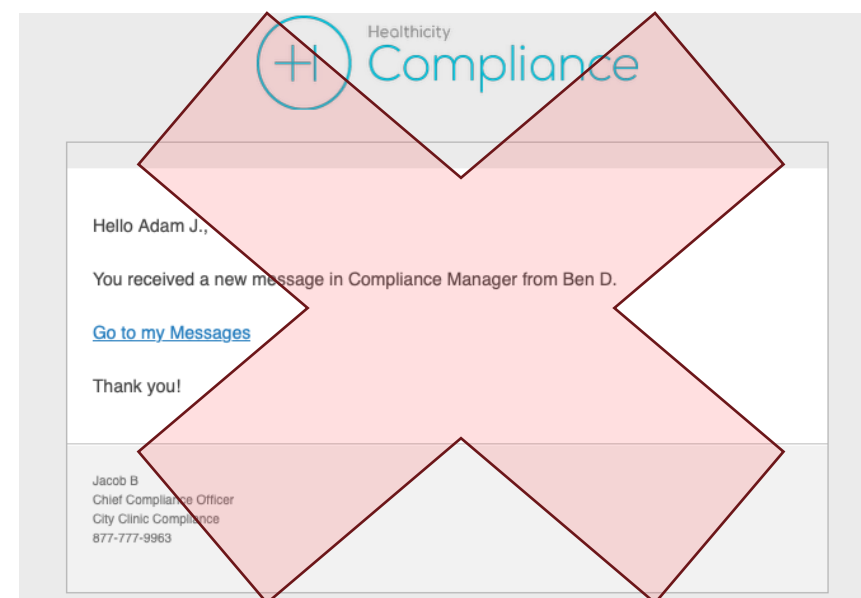
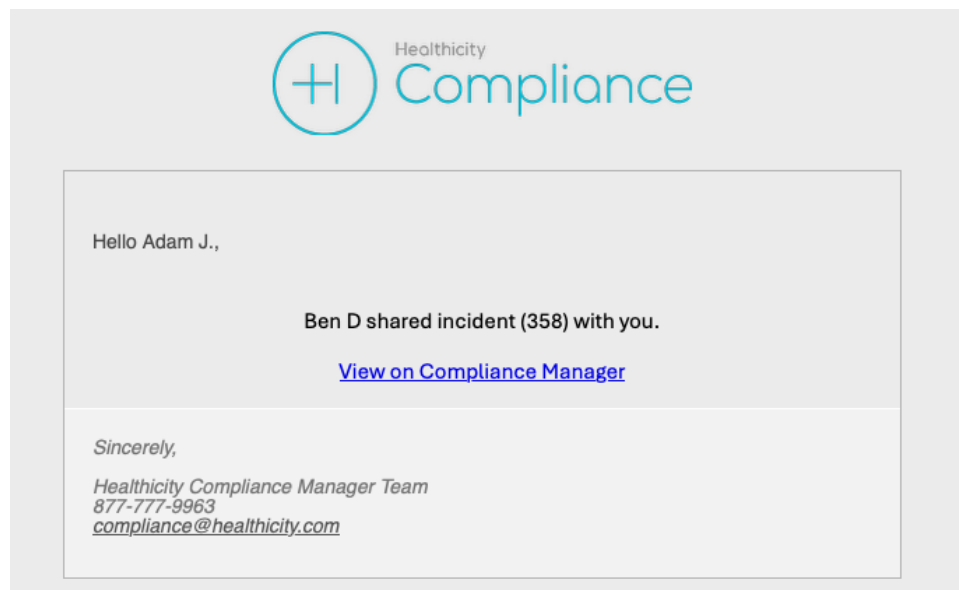


- Would the addition of a Compliance Manager live Chat feature be useful to your organization?
- Yes
- No
- Maybe

Incidents & View Only Access - Notifications



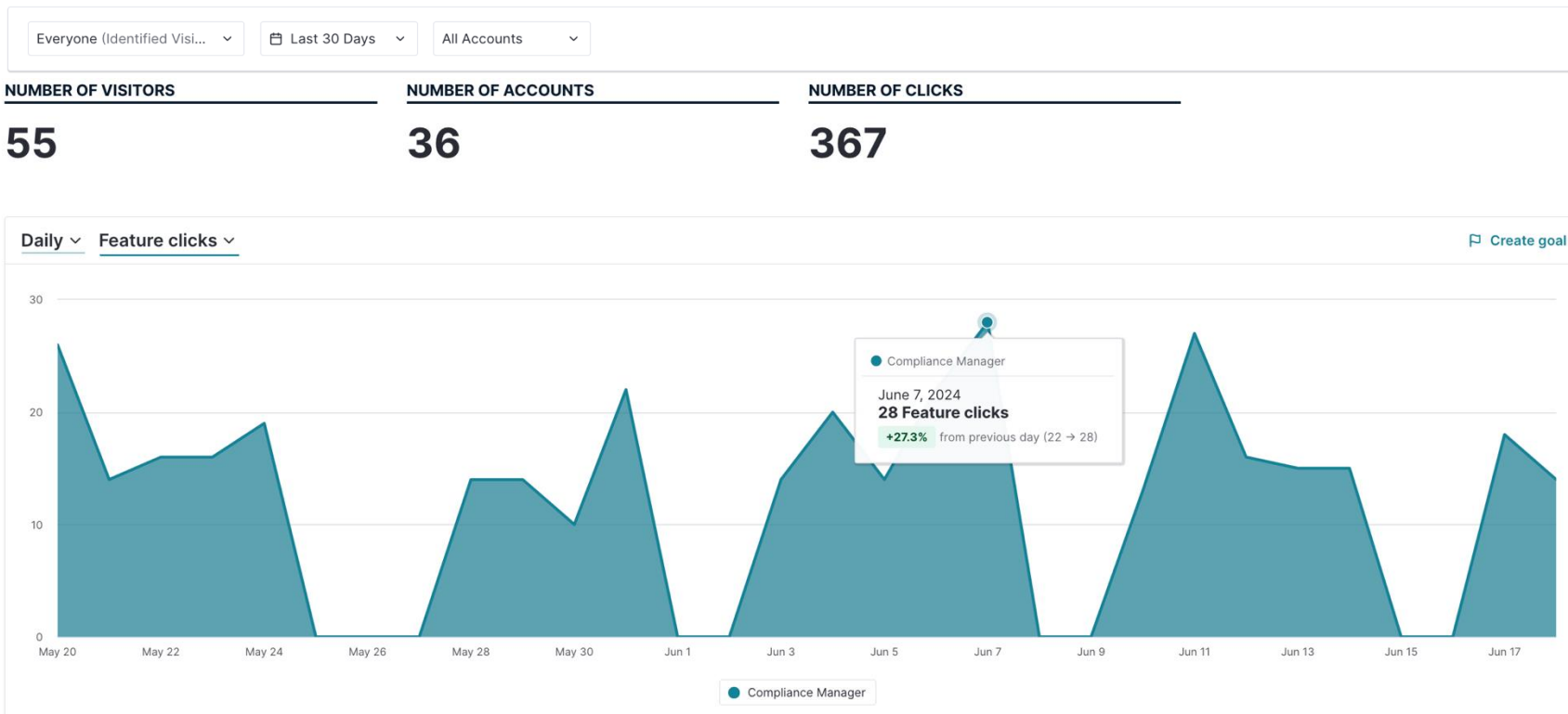
- View only assignment notifications
 - Reduced to one
 - Re-access incident record from original email link or Messages List



Incidents & View Only Access



- Feature Utilization



Incidents & View Only Access



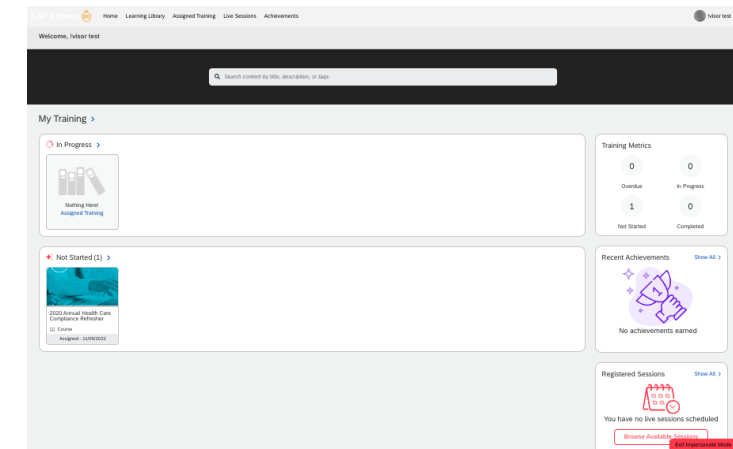
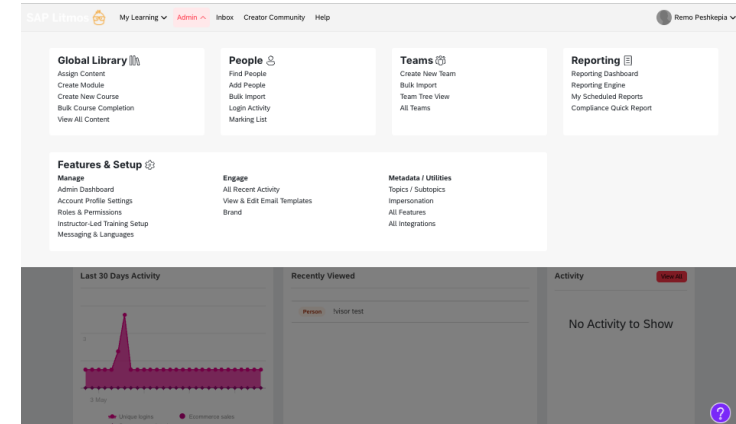
- Re-access Incident from
 - Link in original email
 - Link in Compliance Manager Messages

The screenshot displays a user interface for a compliance management system. At the top, a teal navigation bar contains a plus sign icon, 'My Workspace', and menu items: Documents, Reports, Training, Admin. On the right of this bar are 'Compliance Manager', a grid icon, a download icon, and a user profile 'BD'. Below the navigation bar is a secondary bar with categories: Incidents, Risk Assessments, HIPAA Risk Assessments, HIPAA Workplans, Audits, and Attestations. A left sidebar lists user options: My Profile, Security, My Tasks, My Messages (highlighted), My Custom Settings, and Customer Care. The main area shows a 'My Messages' list with a search filter and several message entries from 'Adam J.' and 'Remo Peshkepia'. A 'View Message' modal is open on the right, showing a message from Adam J. dated 02/07/2024 1:14PM. The message content reads: 'Hello Ben D, Adam J. shared incident (346) with you. View on Compliance Manager'. A red question mark icon is visible in the bottom right corner of the modal.

Training Center Updates (Reminder)



- Administrator View
 - streamlined navigation
 - access assigned training from the admin dashboard
- Learner View
 - simplified dashboard & access to training



Polling Question 3 – Document Center Default View



Which is preferred when employee users navigate to the Document Center ?

- Default to list of documents
- Default to list of document folders

Polling Question 4 – Show/Hide Template Fields



Use Case: Would like to retain some incident template fields, e.g., category, department, but reporters don't need to see them when reporting an incident.

Would a show/hide field option in templates be useful to your organization?

- Yes
- No
- I have another suggestion

The screenshot shows a software interface for managing templates. The top navigation bar includes 'My Workspace', 'Documents', 'Reports', 'Training', and 'Admin'. The main content area is titled 'Template Library' and shows a configuration for an 'Incident' template. The 'Incident' tab is selected, and the 'Show/Hide' toggle is turned on. The configuration includes several fields: 'I AM REPORTING FOR', 'CATEGORY', 'HOW WAS THE INCIDENT REPORTED?', 'REPORT METHOD', and 'INCIDENT REPORT DATE'. A red circle highlights the 'Show/Hide' toggle icon for the 'CATEGORY' field.

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!