



Is Human Resources Part of Your Compliance Plan?

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Presentation by:

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Speaker Bio

- ▶ **Michelle Ann Richards BSHA, CPC, CPCO, SHRM-SCP, CPMA**, is a quality-driven transformational healthcare executive leader. She has gained respect nationwide as a speaker, educator and subject matter expert (SME) on Compliance, HR Management, Revenue Cycle Management, Business Development, Meaningful Use, DSRIP, Chart Auditing, Practice Management, Leadership training and much more.
- ▶ She is the proud owner of Coding & Compliance Experts since 2009 where she provides on-site Risk Assessments, Operational Analysis, HR Audits, Compliance Program Effectiveness Reviews, HIPAA Privacy & Security Audits, Compliance Program Implementations and much more. Her passion, drive and charisma gets others motivated on becoming proactive vs reactive with regard to health care operations. She builds HR programs, HIPAA Privacy & Security awareness and more. She builds policies & procedures that are necessary for physicians to remain viable in their communities served.

Objectives

- Learn the compliance aspects of Human Resources
- Get a better understanding of how to make a great first impression for your newly hired employee



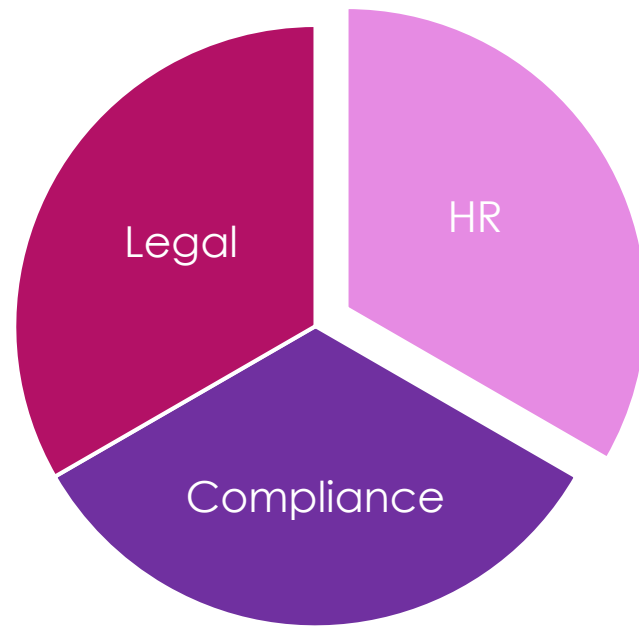
How is Human Resources Related to Compliance??

LET'S DISCUSS

OIG Compliance Plan Elements

- 1- Written policies and procedures
- 2- A designated Compliance officer and/or committee
- 3- Effective training and education
- 4- Open lines of communication
- 5- Enforcement through well-publicized disciplinary guidelines
- 6- Auditing and monitoring
- 7- Corrective Action Plans

Compliance Plan – Three Pronged Approach



Last Year We Focused On

- ▶ Recruiting Best Practices
- ▶ How to Get the Best Candidates
- ▶ How to Hire the Right Person

This Year We Will Focus On.....

- ▶ Compliance Aspects of Human Resources
- ▶ Making a Great First Impression for Your New Employee
- ▶ Retaining Employees

HR COMPLIANCE

- ▶ Employees **MUST** have guidelines in place to follow
- ▶ **MUST** protect the physician practice



HR COMPLIANCE

- ▶ Labor Laws
 - ▶ Fair Labor Standards Act (FLSA)
 - ▶ Family and Medical Leave Act (FMLA)
 - ▶ Occupational Safety and Health Act (OSHA)
 - ▶ Workers' Compensation Laws
 - ▶ American with Disabilities Act (ADA)
 - ▶ Discrimination and Wrongful Termination
 - ▶ Sexual Harassment Training
 - ▶ Limited English Proficiency (LEP)
 - ▶ Pregnancy Discrimination Act (PDA)

HR COMPLIANCE

- ▶ Code of Conduct
- ▶ HR / Attendance
- ▶ Dress Code
- ▶ HIPAA Privacy
- ▶ HIPAA Security
- ▶ OSHA
- ▶ Front Office Operating Procedures
- ▶ Clinical Operating Procedures / Physician Expectations
- ▶ Training & Education

Making a Great 1st Impression

- ▶ Welcome the Employee
- ▶ Introductions / Meet & Greet
- ▶ Structured Onboarding Process
- ▶ Employee Manual
- ▶ Policies & Procedures
- ▶ Onboarding Partner
- ▶ Follow-Through

Making a Great 1st Impression

- ▶ Follow EEOC Guidelines
- ▶ Attendance Expectations
- ▶ Conduct Expectations
- ▶ Training & Education Expectations
- ▶ Compliance Expectations
- ▶ Disciplinary Guidelines
- ▶ Don't Forget Your State Mandates

Set the Culture of Your Organization

In return you will get:

- Right people
- Good training
- Respect
- Integrity
- Belief in mission



I Know It's A
lot to Digest

How to Lose a New Employee in 10 Days?

Poor Hiring
Process

Poor
Onboarding
Process

No Job
Description

No Employee
Manual

No Effective
Policies &
Procedures

Lack of
Infrastructure
Within Practice

Poor
Communication

Antiquated
Computer
System /
Processes

Lack of Follow
Through

Lack of
Communication

DON'T Make These Common HR Mistakes

- 1- Hire out of desperation
- 2- Not perform reference/exclusion/ background checks
- 3- Not set employee expectations from **day one**
- 4- Have a new employee train under an employee who may not be following proper office protocols

DON'T Make These Common HR Mistakes

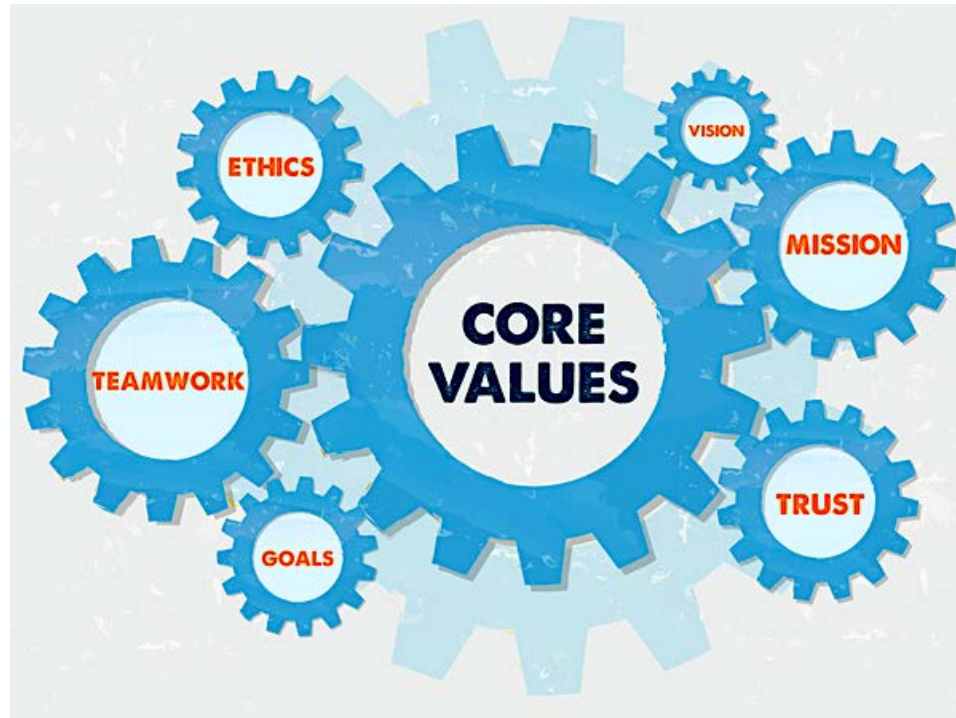
- 5- Not performing timely evaluations of new hire during probationary period
- 6- Not tracking items given to employees
- 8- Not having documented training per federal & state guidelines

DON'T Make These Common HR Mistakes

9- Not setting goals for an employee annually

10-Not holding employees accountable for non-compliance of policies & procedures

Retain Your Employees with Core Values



Any Questions ?????



THANK YOU!!

Thank you for your time today, please be sure to complete your surveys!!!

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