

Eli's Hospice Insider

Compliance: Don't Let Yourself Fall Victim To A Whistleblower Lawsuit

Employees often blindside owners, managers.

A top compliance myth that has taken down many a hospice agency is that none of your staff would ever turn you in for doing things that bend the rules.

"Don't believe that one," said consultant **Barbara J. Cobuzzi of CRN Healthcare Solutions** during the Audioeducator conference, "Anatomy of a Fraud Indictment and Ultimate Acquittal." "First of all, lots of times staff thinks that a qui tam whistleblower suit is going to be their payday," Cobuzzi said.

"Secondly, your employees want to be listened to," Cobuzzi noted. "If your employees come to you and say 'We are not doing this right, we need to change how we're doing something,' listen to them. They usually know what they're talking about. And if they don't know, the only way you'll find out whether they do or don't know is by investigating and checking it out."

Most whistleblowers say they've been telling their bosses over and over again about what they're doing wrong but the executives don't listen. Then the whistleblower feels like the inability to change is putting them personally at risk, and they're concerned. If your employee complains and after investigating, you find that they're wrong, then go back and talk to them about why they might have a misconception □ but don't ignore their concerns, she warned.