

Eli's Hospice Insider

Reader Questions: Create A Compliance Culture With This Advice

Here's how to get employees on board with your compliance efforts.

Any hospice working to hammer down compliance -- especially with the face to face encounter requirement deadline looming -- is bound to struggle with worried employees.

Check out the answer to one reader's question to help you guide your own compliance efforts:

Question: While creating the compliance plan, some of our employees have gotten nervous, asking whether we are seeking out wrongdoing and they are worried that we'll target them. How do we explain that the compliance plan isn't a witch hunt?

Answer: Your organization should make a commitment to a culture of compliance, in which employees are encouraged to stay compliant so the company continues running smoothly -- not as a way to get anyone in trouble.

"Each employee should feel empowered to identify possible issues and bring those matters to the compliance officer's attention," says attorney **Martie Ross** with **Spencer Fane Britt & Browne** in Overland Park, Kan. That requires you to clearly communicate those expectations, provide appropriate training, maintain and promote reporting mechanisms, and promptly respond to employees' questions and reported concerns.

To continue the compliance culture, employees should be encouraged to participate in professional organizations to learn from their peers.