



NEGOTIATING CONFLICTS OF INTEREST
 WITH FAMILY MEMBERS AND STAFF IN TREATMENT
 A Clinical Conversation of Slippery Situations

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WHAT CAN GO WRONG?
 Case scenario



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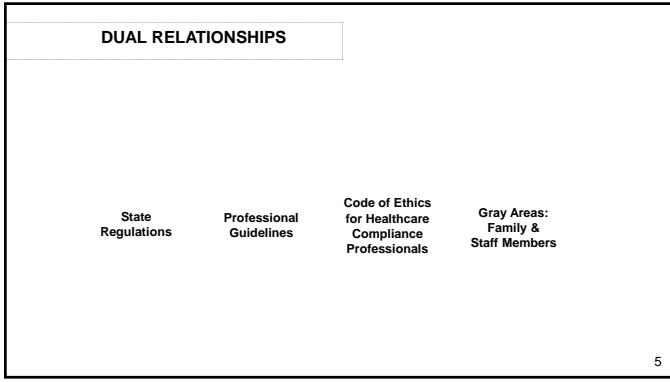


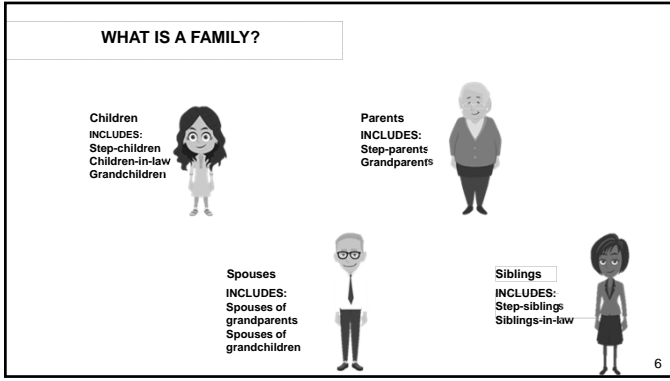
MDs & DOs: EXCLUSIONS

- General exclusions from coverage
- Stark Law
- AMA Code of Medical Ethics

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STAFF IN TREATMENT
Complicating factors include:

- Provider objectivity
- Undue influence
- Confidentiality
- Conflicts
- Hallway medicine
- Crisis
- Rural



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HOW IS THIS A COMPLIANCE ISSUE?

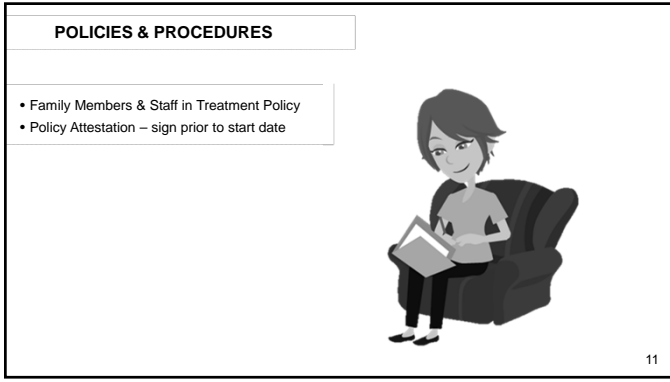


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PREVENTION & INTERVENTION STRATEGIES

9







GENERAL EDUCATION & TRAINING

Annual compliance training

13


MONITORING & REPORTING

14

INVESTIGATING & RESPONDING

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WHEN STAFF ARE IN TREATMENT...




Jim has been coding his own claims
1

Clare has been altering her medical record
2

Steven has been curbsiding
3

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WHEN FAMILY ARE IN TREATMENT...



Jessica requested special scheduling for her brother
1


Mark is reading a family member's record without an ROI
2

Natalie is dissatisfied with treatment of her son
3

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KEY TAKEAWAYS

- Collaborate with HR, IT, Compliance and Leadership
- Have preventative measures in place
- Educate the culture to be mindful of conflicts
- Establish internal controls to minimize risk



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QUESTIONS?

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